nConnect

Agreement

Website Development | Business Website
PET WELL SOON CO.,LTD.

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This Agreement is made on October,4 2024 between nConnect Dotasia Co.,ltd, herein referred to as the "Service Provider," with its office located at 30 Sukhumvit 61 Khlong Tan Nuea, Watthana Bangkok 10110 Thailand TAX ID : 0105564129589 , and

บริษัท เพ็ท เวลล์ ซูน จำกัด PET WELL SOON CO.,LTD.
2 ซอยรามอินทรา 52/1 ถนนรามอินทรา แขวงคันนายาว เขตคันนายาว กรุงเทพมหานคร 10230
Tax ID : 0105552060619 herein referred to as the "Client,"

WHEREAS, the Service Provider is engaged in the business of providing web development services, and the Client desires to engage the Service Provider to develop a website according to the specifications outlined below.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the parties agree as follows:

Scope of Services

Website Design : 20 pages
Wordpress fullstack
Elementor pro , nconnect Elementor 425+
widget
APIs support in website
Dashboard UI design
Custom theme by nConnect
Dynamic Content System for Blog / News
/ Services / Careers
Cache Optimization
Search and Filter System and Category System
SEO Optimization System
Form Sending to Email for Welcome , Google
Sheets and looker Studio
2 Languages Websites (EN / TH)
Cloud CDN with Clouflare
Very Security Login for Admin with Turnstiles
(No 1 for Security CheckBot)
Helpdesk(MA) Included 1 Years (www.nconnect.asia/helpdesk)
Price include Cloud Service 1 Year
Google cloud Server including

Server System
Google Cloud Cloud - Included in First Year
Memory Swab : 4GB
CPU : 2 Core
SSD Storage : 40 GB
Data Transfer Unlimited
Direct admin Included

Helpdesk
MA Services 1 Year (www.nconnect.asia/helpesk)
SEO Score at Least 70/100 (70+ is Good Performance
on Google)

Payment

Payment Terms:

The total agreed fee for the development of the business Website is 53,500 THB (Fifty-three thousand five hundred Thai baht).

Total Service: 50,000 THB + VAT 7%: 3,500 THB

The Client agrees to pay the Total Project Fee of 53,500 THB in full (100%) before the commencement of the project.

Payment Method

All payments under this Agreement shall be made via direct transfer to the following bank account:

Account Number: 1183638781

Account Name: NConnect Dotasia Co., Ltd.

Bank: Kasikorn Bank (Thailand)

Timeline

List	October			November
	W2	W3	W4	W1
Website Design & Development				
Requirement Checklist (Information)	**4 - 7**			
Send Demo Design From nConnect Design Thinking (Figma Design)		**15**		
Discuss and Design		**16 - 21**		
Send Design Draft #1			**25**	
Review & Comment			**25-28**	
Final Design			**31**	
Review & Comment				**1 - 3**
Upload & UAT				**4**
Public				**5**
MA (Yearly) Start				**Daily with SLA**
Maintenance				**Daily**
Monitoring				**Monthly**
Software Update				**Monthly**

Total 30 Business Days

Service Timeline

The services provided within the 30-day period will be conducted in accordance with the mutually agreed framework between both parties.

Responsibility and Timeline of the Developer

The developer's responsibilities will follow the agreed schedule as outlined in the communicated timeline.

Client-Related Delays

In the event that any delay arises from the client's failure to provide necessary information or images within the agreed timeframe, the project deadline may be extended accordingly.

Changes to Timeline or Process

Any changes to the timeline or process may occur but must be communicated and agreed upon in advance.

Website Ownership Agreement

This Project is made as of the Reference on Date Submit, by and between nConnect Developer Team, a company organized and existing under the laws of Thailand, with its principal place of business located at 30 Sukhumvit 61 Khlong Tan Nuea, Watthana Bangkok 10110 Thailand ("Developer"), and the Client.

WHEREAS, Developer has been engaged by the Client to design and develop a website; and

WHEREAS, the parties intend that ownership of the website, including all intellectual property rights therein, shall be transferred to the Client upon completion and full payment for the project.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

Transfer of Ownership:

Upon completion of the website development and full payment of all fees, Developer hereby assigns and transfers to the Client all rights, title, and interest in and to the website developed, including but not limited to all code, text, images, media, and other content, as well as any related intellectual property rights.

Client's Ownership:

The Client shall be considered the sole owner of the website and all associated intellectual property rights, with the full right to use, modify, maintain, update, and control the website.

Developer's Warranty:

Developer warrants that it has the right to transfer ownership of the website to the Client and that the website does not infringe on the intellectual property rights of any third party.

Confidentiality:

Developer agrees to keep all information regarding the development of the website confidential, except as may be necessary for the performance of Developer's duties or as required by law.

Governing Law:

This Project shall be governed by and construed in accordance with the laws of Thailand, without regard to its conflict of laws principles.

Entire Agreement:

This Project constitutes the entire agreement between the parties regarding the subject matter hereof and supersedes all prior or contemporaneous understandings, agreements, negotiations, representations, and warranties, both written and oral, regarding such subject matter.

Backup and Restore Services

1. Backup Services

a. Service Provider Responsibilities: The Service Provider, nConnect Developer Team, agrees to perform regular backups of the Client's website data, including but not limited to, databases, website files, configuration files, and any other relevant data as agreed upon. These backups are intended to safeguard the Client's data against loss, corruption, or breaches.

b. Backup Frequency and Scope: Backups shall be conducted on a weekly basis. The scope of the backups will include all necessary data to ensure full restoration of the website's functionality and content.

c. Storage and Encryption: Backup data will be stored in a secure, off-site location separate from where the website's primary data is hosted. All backup data will be encrypted to ensure confidentiality and protection against unauthorized access.

2. Restore Services

a. Availability: In the event of data loss, corruption, or a request from the Client, the Service Provider will undertake efforts to restore the website from the most recent backup available.

b. Restore Process: The Service Provider will initiate the restore process within 24 Hours of the request. The Client will be informed of the restoration timeline and any potential impact on website operations.

c. Testing and Confirmation: Post-restoration, the Service Provider will conduct thorough testing to ensure the website is fully operational. The Client will be asked to review and confirm the successful restoration of the website.

3. Limitations and Liabilities

a. Limitations: The Service Provider does not guarantee the integrity of the data if the loss or corruption is due to factors beyond the control of the Service Provider, including but not limited to malicious attacks, hardware failures, or actions by unauthorized third parties.

b. Liabilities: The Service Provider's liability in the event of data loss not recoverable by the backups provided under this agreement shall be limited to the extent of the service fees paid by the Client for the backup and restore services over the previous 3 months].

4. Client Responsibilities

a. Notification: The Client is responsible for promptly notifying the Service Provider of any issues that may require the use of backup and restoration services.

b. Data Review: Upon restoration, the Client agrees to review and confirm the integrity and functionality of the website and its data.

This Backup and Restore Services clause is intended to ensure that both parties have a clear understanding of their responsibilities and the procedures in place to mitigate the risks of data loss.

SLA (Service Level Agreement)

This Service Level Agreement (SLA) is made effective as of Public Date, by and between nConnect Developer Team and ("Client"), collectively referred to as the "Parties."

1. Purpose

This SLA outlines the service levels to be provided by the Service Provider to the Client regarding the development, maintenance, and support of the Client's website. It specifies the performance metrics, responsibilities, and expectations to ensure the effective delivery of services.

2. Services Covered

This SLA covers the following services:

Website Development: Design, development, and deployment of the website according to the specifications agreed upon.

Maintenance and Updates: Ongoing maintenance, security updates, and functionality enhancements.

Support Services: Technical support for website-related issues.

Hosting Services: Website hosting, including uptime commitments.

Backup and Restore Services: Regular backup of website data and restore services in case of data loss.

3. Service Level Performance

a. Availability: The Service Provider commits to a website uptime of 99.9% outside of scheduled maintenance windows.

b. Response Time: Support requests shall be acknowledged within 24 - 48 Hours during business hours. Critical issues will be addressed with a response time of 3 Hours

c. Resolution Time: Efforts will be made to resolve issues as quickly as possible, with a target resolution time based on the severity of the issue:

Critical: within 24 Hours | High: within 3 Days | Normal: within 5 Days

4. Reporting and Review

Monthly reports shall be provided by the Service Provider, detailing service performance, incident management, and resolution statistics. SLA terms shall be reviewed annually or upon significant changes to services or client needs.

5. Responsibilities

Service Provider: Ensures the delivery of services as outlined in this SLA, maintains communication with the Client regarding service performance, and addresses any issues or concerns promptly.

Client: Provides necessary information and resources for the Service Provider to deliver services effectively, communicates issues promptly, and reviews and provides feedback on service performance.

6. SLA Amendments

This SLA may be amended by mutual agreement of the Parties. Amendments must be made in writing and signed by both Parties.

7. Termination

Failure to meet SLA commitments may result in service credits, adjustments to service fees, or termination of the agreement as outlined in the terms and conditions of the master services agreement.

Summary

1. Warranty Period

The Service Provider offers a warranty period commencing from the date of public project launch. This warranty covers defects in the workmanship and functionality of the website as outlined in the detailed warranty terms of the agreement.

2. Privacy Policy

The Service Provider is responsible for preparing a comprehensive privacy policy in compliance with the country's law where the Client operates. This policy will address data collection, storage, protection, and other privacy concerns relevant to the website's operation and user interaction.

3. Training Sessions

The Service Provider will conduct training sessions to ensure the Client's team is proficient in managing and operating the website. The training will be provided as follows:

Online Training: Three (3) online training sessions will be conducted, covering various aspects of website management, including content updates, security practices, and analytics interpretation.

In-Person Training: One (1) in-person training session will be held in Bangkok, either at a coffee shop or an office location agreed upon by both parties. This session will focus on hands-on training and addressing specific questions or concerns from the Client's team.

www.nconnect.asia/privacy-policy

SERVICE TEAM EMAIL : BUSINESS@NCONNECT.ASIA
FACEBOOK : FACEBOOK.COM/NCONNECT.ASIA
INSTAGRAM : INTAGRAM.COM/NCONNECT.ASIA

IN WITNESS WHEREOF, the Parties have executed this Service Level Agreement as of the date first above written.

Client   nConnect

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(..............................)   (........04/oct/2024........)