



MASTER SERVICES AGREEMENT

This **Master Services Agreement** (the “**Agreement**”) is dated this ___ day of _____, by and between AIM Solutions, Inc., a Texas corporation, having its principal place of business at 3940 Fairlakes Cir Dallas, TX (“*AIM*”), and

Company Name:	
Doing Business As:	
Address:	
City:	
State or Province: Province or State	
Postal Code:	
Country:	
Telephone and Fax:	
Email:	
Web URL:	

(hereinafter “*Client*”);

WHEREAS, Client wishes to purchase services provided by AIM;

NOW THEREFORE, AIM and Client agree as follows:

1. SERVICES:

A. Services. Client agrees to pay AIM the currently prevailing hourly rate of all AIM consultants, providing services in connection with Acumatica implementation, support and training. AIM’s current billing rates are: 1) Senior Consultants, \$225 per hour to \$250 per hour; 2) for Technical Consultants, \$195 per hour; and 3) for junior consultants, \$150 per hour. AIM may adjust its hourly rates. Client agrees that AIM may then adjust the hourly rates for senior consultants, technical consultants, and junior consultants working on the services provided to the Client. Client will be notified of the new billing rates. Fees are based upon time incurred in connection with the Acumatica product, including time spent

on telephone calls, emails and other communications between Client and AIM. All services will be billed at a minimum of quarter (.25) of an hour. It is not possible to determine in advance the ultimate cost of continued support and services for Acumatica.

- B. Statement of Work.** Mutually agreed upon customizations to the Acumatica product will be performed using a Statement of Work authorization. On the terms and conditions set forth herein, Client hereby engages AIM to perform those services mutually agreed upon from time to time by AIM and Client (collectively “*Services*”) in written statements of work (each, a “*Statement of Work*”), and AIM hereby accepts such engagement. AIM shall render Services and deliver the required deliverables (the “*Deliverables*”) in accordance with the timetable and milestones set forth in the respective Statement of Work. Neither AIM nor Client shall be obligated to enter into any Statement of Work.
- C. Statement of Work Authorization and Modification.** Each Statement of Work is to be signed on behalf of the Client exclusively by designated authorized representatives of Client. Any deviation from or modification to a Statement of Work must be agreed to by the parties in writing. In the event of any express conflict or inconsistency between the provisions of a Statement of Work and the provisions of this Agreement, the provisions of the Statement of Work will govern and control with respect to the interpretation of that Statement of Work; provided, however, that the provisions of the Statement of Work will be construed as to give effect to the applicable provisions of this Agreement to the fullest extent possible, including, without limitation, Sections 3C and 5 of this Agreement.
- D. Acceptance.** Within thirty (30) days after the receipt by Client of any Deliverables, together with a written notice of completion from AIM, Client agrees to review and/or test the Deliverables. Unless the Client, within this thirty (30) day period, creates a case on AIM’s partner portal referencing the appropriate Statement of Work with a subject or description which includes “Delivery Acceptance Deficiency,” the Deliverables will be deemed to be accepted. In the event any part of the Deliverables is not acceptable, the case shall set forth with specificity any deficiency. AIM shall then have 30 days to correct the deficiency, unless additional time is expressly approved by Client. Upon the correction of the deficiency, the Deliverables will be deemed to be accepted. It is agreed that a deficiency is defined as a failure of the Deliverable to conform to written design specifications.

2. CLIENT DUTIES:

- A.** Client shall perform such duties and tasks designated in an SOW to facilitate AIM's performance of the Services outlined thereunder and provide AIM with reasonable and necessary access to Client's facilities during Client's normal business hours and otherwise as reasonably requested by AIM in order to facilitate AIM’s performance of the Services outlined in each SOW.
- B.** Client shall not contract for related services with any AIM employees or subcontractors assigned to work on Client's project(s) covered by one or more SOWs, for a period of twelve (12) months from the earlier of the date this Agreement or such employee or contractor's employment relationship with AIM terminated. Failure to comply with this provision may at AIM’s sole discretion result in

 - a. removal of all existing consultant resources from Client sites and/or

- b. the immediate termination of this Agreement and AIM's obligation to provide any further Services.

This provision shall not prohibit Client from hiring a former AIM employee or contractor who answers a non-targeted solicitation for employment, e.g., Internet advertising or working through a "head-hunter". AIM shall notify its employees and contractors of the prohibition against hiring imposed by this Section 2.b.

3. FEES AND BILLING:

C. Charges for Services. Client will pay to AIM the charges set forth in each invoice or Statement of Work. Unless otherwise provided in the Statement of Work, AIM agrees not to change its fees during the term of the Statement of Work without the written consent of Client; provided, however, AIM may adjust its fees prior to entering into a new service agreements.

AIM invoices shall describe the following:

- a. the time period for which work and expenses are billed;
- b. the quantity of work performed;
- c. the hourly rates charged, if applicable;
- d. travel and miscellaneous expenses by type and amount; and e. totals.

D. Out-of-Pocket Expenses. Client will also pay AIM all reasonable out of pocket expenses (including without limitation, travel expenses) incurred by AIM in the course of providing Services to Client.

E. Payment. Unless otherwise expressly provided in a Statement of Work with respect to the charges for services, AIM will invoice Client for charges on a periodic basis, with each invoice setting forth the charges related to the previous period. Unless otherwise expressly provided in a Statement of Work, any amount due to AIM under this Agreement and each Statement of Work shall be payable in full upon receipt of an invoice, without withholding, deduction or offset of any amounts for any purpose. Client shall be responsible for all taxes (including sales taxes) imposed as a result of the Services, excluding only taxes based on the net income of AIM. Any amount not paid within 30 days of the date of each invoice shall be subject to an interest charge equal to the lesser of 1.5% monthly or the maximum interest charge permissible under applicable law, payable on demand. Any charges not disputed by Client in good faith within 10 days of the receipt of an invoice therefore will be deemed approved and accepted by Client.

4. WARRANTIES; WARRANTY DISCLAIMER:

A. AIM's Warranty. AIM warrants that its personnel shall perform the Services in a manner consistent with generally accepted industry standards and practices. In the event of a breach of the foregoing warranty, AIM's sole obligation and Client's exclusive remedy will be to have AIM perform again the Services in respect of which the warranty has been breached to bring them into compliance with the warranty. Any claim for breach of the foregoing warranty must be made by notice to AIM within 30 days of completion of the Services for which the claim is made or the claim shall be deemed waived. Client acknowledges that software development, custom applications, reports, interfaces, and other technical services are not maintained or supported under Acumatica's annual software maintenance plans. AIM does not warrant that a Deliverable will work with future releases, hot fixes or updates to Acumatica's products. As Client's exclusive remedy, AIM will at its expense fix bugs or other errors in a Deliverable

reported within 30 calendar days after such Deliverable's acceptance. After the 30 day period, Client is solely responsible for the maintenance of the Deliverable unless otherwise expressly provided in a Statement of Work

- B. Client's Warranties.** For each Statement of Work, Client hereby represents and warrants that (i) with respect to tools, hardware, software and other products provided by Client for use by AIM under this Agreement and the Statement of Work, Client has obtained all licenses and permits which are required to be obtained to enable such use by AIM; (ii) the information furnished by Client to AIM on which AIM based the description of the Services and the charges to be paid by Client therefore, as set forth in each Statement of Work, is accurate and complete in all material respects; and (iii) Client has, or will have, the personnel and other resources available, and will provide such personnel and resources, to fulfill Client's obligations set forth in each Statement of Work.

EXCEPT AS EXPRESSLY PROVIDED IN SECTION 3A, AIM DOES NOT MAKE ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE DELIVERABLES OR THE SERVICES RENDERED BY AIM OR ITS PERSONNEL OR THE RESULTS OBTAINED FROM THEIR WORK PURSUANT TO THIS AGREEMENT OR ANY STATEMENT OF WORK. ANY AND ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE ARE EXPRESSLY DISCLAIMED AND EXCLUDED BY AIM.

CLIENT ACKNOWLEDGES THAT IT IS A SOPHISTICATED PARTY TO THIS AGREEMENT AND RECOGNIZES AND AGREES THAT THESE DISCLAIMERS ARE AN INTEGRAL PART OF AIM'S PRICING AND AN IMPORTANT FACTOR IN ITS WILLINGNESS TO PERFORM SERVICES HEREUNDER AND PURSUANT TO THE STATEMENTS OF WORK.

5. SUPPORT:

- A. No Obligation of Support.** Except as expressly provided in Section 3A or a Statement of Work, AIM shall have no obligation to support or maintain any Deliverable provided pursuant to this Agreement or any Statement of Work.
- B. New Versions of Acumatica Products and Maintenance Releases.** Client acknowledges that versions of Acumatica software and Maintenance Releases may cause Deliverables to no longer function as intended. Client is responsible for testing any new versions of Acumatica software and Maintenance Releases with Deliverables on a separate test system to insure that the Deliverables work properly with the new versions of Acumatica software and Maintenance Releases before installing the new versions and Maintenance Releases on the production site. For purposes of this Agreement, "***Maintenance Releases***" shall mean corrections and enhancements to Acumatica software, including hot fixes, patches, workarounds, updates and upgrades

6. LIMITATION OF LIABILITY:

- A. Limitation on Damages** IN NO EVENT SHALL AIM BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, INDIRECT, OR PUNITIVE

DAMAGES (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, BUSINESSINTERRUPTION, OR LOSS OF INFORMATION), REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON BREACH OF CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), STRICT LIABILITY, BREACH OF WARRANTY, FAILURE OF ESSENTIAL PURPOSE OR OTHERWISE, OR WHETHER IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

- B. Limitation on Cumulative Liability.** UNDER NO CIRCUMSTANCES SHALL AIM'S AGGREGATE CUMULATIVE LIABILITY UNDER THE AGREEMENT, WHETHER IN CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR OTHERWISE, EXCEED THE TOTAL AMOUNT OF FEES ACTUALLY PAID TO AIM UNDER THE STATEMENT OF WORK FROM WHICH THE CLAIM ARISES.
- C. Allocation of Risk.** CLIENT ACKNOWLEDGES THAT THE FEES PAID BY IT REFLECT THE ALLOCATION OF RISK SET FORTH IN THIS AGREEMENT AND THAT AIM WOULD NOT ENTER INTO THIS AGREEMENT WITHOUT THESE LIMITATIONS ON LIABILITY.

7. CONFIDENTIALITY:

- A. Confidential Information.** For purposes of this Section 6, "*Confidential Information*" shall mean nonpublic information in tangible or intangible form of the disclosing party that disclosing party designates as confidential or which under the circumstances surrounding the disclosure would reasonably be considered confidential. Confidential Information shall include, without limitation, information contained in design documentation relating to any AIM or Client programs (including any source code), development-level documentation, all Acumatica development tools (except for publicly available tools), data files, databases, marketing plans, supplier and customer information, proprietary and technical information, business and marketing strategies and plans, and information received from others that disclosing party is obligated to treat as confidential. Notwithstanding the foregoing, information disclosed to or acquired by recipient of the information shall not constitute Confidential Information to the extent that the recipient can demonstrate (i) such information was known to the recipient prior to the disclosure thereof by disclosing party; (ii) such information is or thereafter becomes lawfully obtainable from other non-confidential sources; (iii) the recipient's duty as to confidentiality is waived in writing by disclosing party; (iv) such information was developed by employees or agents of the recipient of the information independently of and without reference to Confidential Information or other information that disclosing party has disclosed in confidence to any third party; or (v) disclosure thereof is required by legal process or applicable law (in which case the recipient of the information shall notify the disclosing party prior to disclosure of such information).
- B. Nondisclosure.** Each party acknowledges that in performance of this Agreement, it may acquire knowledge of the other party's Confidential Information. Subject to the provisions of Sections 6A and 6B, each party acknowledges and agrees that all Confidential Information disclosed to or acquired from the other party to this Agreement shall be maintained in strict confidence and that it shall not disclose any Confidential Information to any person or entity

except as required to perform this Agreement or as expressly permitted by the disclosing party in writing. No party shall use another party's Confidential Information nor circulate it within its own organization except to further the purposes of this Agreement. Each party shall be responsible and liable to the other for any disclosure of Confidential Information by any employee, contractor, agent or other person or entity to whom the party discloses Confidential Information of the other.

C. Remedies/Irreparable Harm. In addition to all other legal or equitable remedies to which a disclosing party may be entitled to enforce this Section 6, both parties acknowledge that any violation of Section 6 by the non-disclosing party would cause irreparable harm to the disclosing party and agree that the disclosing party shall be entitled to injunctive relief to prevent violations of Section 6 without the necessity of proving actual harm or posting bond.

D. Independent Development; Residuals. Nothing in the terms of this Agreement and any Statement of Work shall be construed to limit AIM's or Client's right to independently develop or acquire products without the use of Confidential Information. AIM or Client shall be free to use for any purpose the Residuals resulting from access to or work with Confidential Information, provided the party shall maintain the confidentiality of Confidential Information as provided in this Section 6 and any other written confidentiality agreement between the parties. For purposes of this Agreement, "**Residuals**" shall mean technical information related to software technology in nontangible form, which may be retained by individuals who have had access, as permitted by this Agreement, to Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither AIM nor Client shall have any obligation to limit or restrict the assignment of such individuals or to pay compensation resulting from the use of the Residuals. Notwithstanding the foregoing, this Section shall not be construed to grant either AIM or Client a license of the other party's copyrights or other intellectual property.

8. OWNERSHIP OF DELIVERABLES AND OTHER WORK PRODUCT:

Unless otherwise expressly provided in a Statement of Work, Client shall have a paid-up license to use Deliverables, but AIM shall own such Deliverables and any other work product developed in the course of providing Services.

9. TERM AND TERMINATION:

A. Term. This Agreement shall be effective when signed by both parties and shall remain in effect until terminated by AIM or Client as provided in this Agreement. The term of any Statement of Work shall be as provided in the Statement of Work. Termination of this Agreement shall have the effect of terminating all Statements of Work.

B. Termination. This Agreement or any Statement of Work (provided such Statement of Work does not contain a provision for a term) may be terminated by Client or AIM without cause by giving the other party 30 days prior written notice. This Agreement or any Statement of Work may be terminated by AIM immediately upon written notice in the event Client fails to perform its obligation for payment of invoices pursuant to this Agreement. This Agreement or any Statement of Work may be terminated by a party if the other party commits a material breach or default of any obligation hereunder or thereunder which breach or default is not cured within 30 days after written notice of such breach or default.

If this Agreement or an SOW is terminated by the Client for a reason other than AIM's default, Client shall pay AIM for all work performed and for all expenses incurred prior to the effective date of termination. Client shall also pay a termination fee equal to 15% of the total amount contracted for the professional service under the applicable SOW. If Client provides less than six (6) business days advance notice of an SOW termination for which professional services have been scheduled, the termination fee payable as set forth above shall be equal to 30% of the scheduled service as set forth in the SOW.

- C. Effect of Termination.** Upon termination of this Agreement: (a) Client shall promptly pay all amounts payable to AIM for Services rendered and out of pocket expenses incurred up to the date of termination; and (b) each party shall return or destroy, at the direction of the other party, the other party's Confidential Information in its possession.
- D. Survival.** Sections 1C, 2, 3, 5, 6, 7, 8B, 8C, 8D and 9 of this Agreement and any provisions specified as surviving in a Statement of Work shall survive any termination of this Agreement and/or termination of any Statement of Work.

10. MISCELLANEOUS:

- A. Notices.** Any notices or communications required or permitted to be given regarding this Agreement shall be in English and in writing, and shall be sent via U.S. Certified Mail, Return Receipt Requested, or, by prepaid overnight or courier service, to the addresses above, or such other address as shall be designated in writing by either party to this Agreement to the other. Notices are deemed given on receipt or attempted delivery (if receipt is refused).
- B. Independent Contractor.** Each party, in rendering performance under this Agreement is acting solely as an independent contractor. In no way is either party to be construed as the agent of the other party in any respect, notwithstanding any other provisions of this Agreement.
- C. Entire Agreement; Amendments.** This Agreement and the Statements of Work together constitute the entire agreement between the parties. This Agreement may not be amended except by the written agreement of the parties.
- D. Construction; Headings.** Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural and vice versa, and the masculine gender shall include the feminine and neuter genders and vice versa. The headings contained in this Agreement are for reference purposes only and shall not affect the meaning or interpretation of this Agreement or any of its provisions.
- E. Severability.** If any provision of this Agreement or its application to any person or circumstance shall be invalid, illegal, or unenforceable to any extent, the remainder of this Agreement and its application shall not be affected and shall be enforceable to the fullest extent permitted by law.
- F. Waivers.** No action or inaction taken pursuant to this Agreement shall be deemed to constitute a waiver of compliance with any covenant, condition or agreement contained herein. The

waiver by any party hereto of any breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent breach.

- G. Rights and Remedies Cumulative.** Unless otherwise specifically provided, the rights and remedies provided by this Agreement are cumulative and the use of any one right or remedy by any party shall not preclude or waive the right to use any or all other remedies. Said rights and remedies are given in addition to any other rights the parties may have by law, statute or otherwise.
- H. Governing Law.** This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Texas without regard to principles of conflict of laws that would require application of the laws of any other jurisdiction.
- I. Successors and Assigns.** This Agreement shall inure to the benefit of and be binding upon the parties hereto, and, to the extent permitted by this Agreement, their respective heirs, legal representatives, successors and assigns.
- J. Assignment.** Neither party shall assign its rights or obligations under this Agreement without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed.
- K. Force Majeure.** Neither party shall be responsible for failure to perform under this Agreement when its failure results from any of the following causes: Acts of God or public enemies, civil war, insurrection or riot, fire, flood, explosion, earthquake or serious accident, strike, labor trouble or work interruption or any cause beyond its reasonable control.
- L. Arbitration.** Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association, and judgement upon the award rendered by the Arbitrator(s) may be entered in any court having jurisdiction over the controversy or claim.
- M. Counterparts.** This Agreement may be executed in any number of counterparts with the same effect as if all parties had signed the same document. All counterparts shall be construed together and shall constitute one Agreement.

IN WITNESS WHEREOF, AIM and Client have set their names hereto by their authorized representatives.

AIM:
AIM SOLUTIONS, INC.

BY (Signature): _____

Print Name: _____

CLIENT:

BY
(Signature): _____

Print Name: _____