CONCORD LEGAL

AGREEMENTS THAT WORK

Service Agreement

A structured service agreement covering scope, fees, responsibilities, intellectual property, confidentiality, liability, term, termination, and signatures.

CONTROLLED DOCUMENT · NS-029-2026

Mara Klein · 4 August 2026

Document contents

Document status	Review basis	Version
Draft for review	Organization-specific adaptation required	1.0

0.1 Parties and structure

Identify the contracting entities, effective date, agreement hierarchy, incorporated schedules, and interpretation rules.

Document control	Detail
Owner	Mara Klein
Reference	NS-029-2026
Effective date	4 August 2026
Status	Ready for review

0.2 Services and performance

Define services, statements of work, service standards, dependencies, acceptance, changes, locations, and subcontracting. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.3 Customer responsibilities

Record access, information, approvals, cooperation, lawful instructions, security obligations, and consequences of delay.

Requirement	Position	Evidence	Owner
Customer responsibilities	Drafted for review	Linked record	Mara Klein
Jurisdiction check	Required	Legal review	Counsel

0.4 Fees and payment

Set pricing, invoicing, expenses, taxes, payment period, disputed invoices, set-off, and late-payment treatment. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.5 Intellectual property

Allocate pre-existing materials, deliverables, licenses, feedback, third-party materials, open source, and usage restrictions. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.6 Confidentiality and data

Define confidentiality, privacy roles, security expectations, breach handling, records, and any required processing agreement. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.7 Warranties and liability

State authority, service warranties, disclaimers, indemnities, liability caps, exclusions, and legally non-excludable responsibility. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.8 Term and termination

Define initial term, renewal, termination rights, cure, suspension, exit assistance, accrued rights, and survival. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.9 Governance and general terms

Cover contacts, escalation, notices, assignment, force majeure, compliance, publicity, law, venue, and agreement changes. **Review record:** Assign the owner, evidence, dependencies, decision date, and next action.

0.10 Approval and signatures

By signing, the parties confirm that they have reviewed the document and accept the recorded decision or terms.

> ***Review notice:*** *Review and adapt this template with qualified professional advice before relying on it.*

Name *

Title or role *

Signature *

Date *