



HAWRAARTECH SOFTWARE SOLUTIONS

SOFTWARE SUBSCRIPTION & SERVICE AGREEMENT

Version 2.0

Enterprise Software Subscription • Support • Custom Development • Annual Service Agreement

Agreement Number: HT-AGR-2026-000001

Supported Languages: Somali | English | Arabic | French | Turkish



Agreement Verification
Scan to verify this document online.

Website: www.hawraartech.com
Email: info@hawraartech.com
HQ: Yusufpaşa, Aksaray, Fatih, İstanbul, Türkiye

CLIENT INFORMATION

Business Name	_____	Platform	_____
Business Owner	_____	Subscription Package	Starter / Professional / Enterprise
Business Registration No.	_____	Number of Users	_____
Business Address	_____	Annual Subscription Fee	USD _____
Country / City	_____	Invoice Number	_____
Phone Number	_____	Agreement Number	HT-AGR-2026-000001
Email Address	_____	Start Date	_____
Payment Method	Cash / Bank / Mobile Money	Expiry Date	_____

This form shall be completed before activation of the subscribed platform. The Agreement Number may be used for internal record keeping and online verification.

1. PURPOSE

This Agreement establishes the terms and conditions governing the subscription, implementation, customization, maintenance, technical support, and authorized use of HawraarTech Software Solutions cloud-based software platforms.

2. SERVICES PROVIDED

HawraarTech agrees to provide the Client with applicable services based on the selected subscription package:

Cloud-based software platform; secure user accounts; database management; business data storage; installation and setup; user training; software updates; security updates; performance improvements; technical support; system monitoring; and bug fixes.

3. SUBSCRIPTION TERM

The software is provided on an annual subscription basis. The subscription includes full platform access, regular software updates, security improvements, technical support, and maintenance services.

The subscription must be renewed annually to continue uninterrupted access.

4. CUSTOM DEVELOPMENT

HawraarTech understands that every business operates differently. If the Client requires additional functionality, HawraarTech may design and develop custom features tailored to the Client business operations.

Examples include company branding, logo integration, custom reports, business workflows, additional modules, dashboards, language customization, and industry-specific features.

Any custom development outside the standard platform will be quoted and approved separately before implementation.

5. SOFTWARE OWNERSHIP

All software, source code, databases, user interface designs, documentation, system architecture, and intellectual property developed by HawraarTech remain the exclusive property of HawraarTech Software Solutions.

The Client receives a non-exclusive and non-transferable license to use the software during the active subscription period.

The Client may not copy, sell, redistribute, reverse engineer, or modify the software source code without written permission from HawraarTech.

6. CLIENT DATA OWNERSHIP

The Client retains ownership of all business data entered into the software.

HawraarTech will protect client information, maintain confidentiality, never sell client data, and never disclose client information without written authorization unless required by law.

7. FREE SUPPORT GUARANTEE

Every annual subscription includes up to twelve (12) months of complimentary technical support.

Support includes installation assistance, user guidance, bug fixes, security updates, minor improvements, and performance optimization.

Major new modules or custom development requested after deployment may require a separate quotation.

8. SOFTWARE UPDATES

During the active subscription period, the Client will receive software updates, feature improvements, and security enhancements released for the subscribed platform.

9. CLIENT RESPONSIBILITIES

The Client agrees to use the software legally and responsibly; keep usernames and passwords secure; pay annual subscription fees on time; provide accurate business information; report technical issues promptly; and avoid unauthorized access or misuse of the platform.

10. HAWRAARTECH RESPONSIBILITIES

HawraarTech agrees to maintain the software platform, provide reasonable technical support, improve the software continuously, protect client information, and resolve software issues within a reasonable timeframe.

11. SUBSCRIPTION RENEWAL

This Agreement is valid for one (1) year from the activation date. The Client may renew the subscription before its expiration to ensure uninterrupted service.

12. TERMINATION

Either party may terminate this Agreement by written notice.

Upon termination, outstanding fees remain payable; the Client may request an export of business data within the applicable retention period; and HawraarTech may suspend services if subscription fees remain unpaid after the agreed grace period.

13. LIMITATION OF LIABILITY

HawraarTech shall not be responsible for losses resulting from incorrect information entered by users, internet outages, power failures, third-party payment gateway failures, unauthorized access caused by weak passwords or credential sharing, or force majeure events beyond HawraarTech reasonable control.

14. CONFIDENTIALITY

Both parties agree to maintain the confidentiality of all business, customer, financial, and technical information exchanged during the course of this Agreement.

15. GOVERNING LAW

This Agreement shall be governed by the laws applicable to the jurisdiction agreed upon by both parties, unless otherwise stated in a separate written agreement.

16. ACCEPTANCE

By signing below, both parties acknowledge that they have read, understood, and agreed to all terms and conditions of this Software Subscription & Service Agreement.



SIGNATURES

HawraarTech Software Solutions	Client
Authorized Representative: _____	Business Owner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Company Stamp (Optional)	Business Stamp (Optional)

CONTACT INFORMATION

HawraarTech Software Solutions

Operating Remotely from Istanbul, Türkiye

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