



TOP CONCIERGE

OUT OF INITIAL SCOPE WORK AGREEMENT

Reg No: 2026/223782/07

Doc Ref: TC-OOS-2026

Date: 16 October 2026

OUT OF INITIAL SCOPE WORK ADDENDUM & CONTRACT

Provider:	Top Concierge (Pty) Ltd Reg: 2026/223782/07 Email: Info@topconcierge.co.za Tel: 067 545 0245
Client Name:	[Client Full Name / Company Name] Reg/ID: [Client ID/Reg Number]

Scope Identification

All work outside initial scope will be **identified and separately quoted** prior to commencement.

Agreed Rates

Billing is based on a **mutually agreed rate** per task, rather than a fixed hourly fee structure.

Unforeseen Variables

Recognizes unforeseen technical factors may arise from **either client or Top Concierge end**.

1. IDENTIFICATION OF OUT-OF-SCOPE WORK

Any service, integration, task, or technical requirement not explicitly defined in the primary scope of work agreement shall be categorized as "Out of Initial Scope Work." All out-of-scope tasks will be formally identified, documented, and separately quoted by Top Concierge prior to performance.

COMMON OUT-OF-SCOPE DELIVERABLES INCLUDE (BUT ARE NOT LIMITED TO):

- Relevant Back-End Services:** Custom database configuration, server-side infrastructure setup, server migrations, and specialized backend API architecture.
- Payment Gateways:** Integration, testing, and merchant account setup for third-party payment gateways and transactional channels.
- Importation of Company Records:** Data cleaning, format conversion, legacy system data extraction, and bulk importing of historical company records.
- Unplanned Third-Party Integrations:** Software bridge building, custom webhook setups, or external software troubleshooting.

2. FLEXIBLE RATE AGREEMENT & UNFORESEEN CIRCUMSTANCES

- Mutually Agreed Pricing:** All out-of-scope work will be billed at a rate specifically negotiated and agreed upon in writing between the Client and Top Concierge for each individual proposal.
- No Fixed Standard Hourly Rate:** Top Concierge does not enforce a rigid standard hourly rate for out-of-scope tasks. Because technical complexities and project variables differ significantly, pricing is structured dynamically on a per-task or agreed project basis.
- Allocation of Unforeseen Dependencies:** Both parties acknowledge that unforeseen technical challenges, data corruption, third-party delays, or system incompatibilities may arise during execution. Unforeseen issues may originate from either the Client's existing setup or technical environments managed by Top Concierge. Rates and timeframes will be adjusted fairly via mutual consent to reflect these unforeseen conditions.

3. APPROVAL & AUTHORIZATION PROCESS

No out-of-scope work will be billed or undertaken without express authorization. Top Concierge will issue a separate written Scope Quotation or Change Order. Work will commence only upon written or electronic confirmation from the Client.

4. CONTRACT AUTHORIZATION & ACCEPTANCE

By signing below, the Client and Top Concierge acknowledge and accept the terms governing out-of-scope work, quotation procedures, and flexible billing agreements.

SIGNED ON BEHALF OF TOP CONCIERGE (PTY) LTD:

SIGNED ON BEHALF OF CLIENT:

Authorized Signature: _____

Client / Representative Signature: _____

Date: _____

Date: _____

