



TOP CONCIERGE

12-MONTH MASTER SERVICE AGREEMENT

Reg No: 2026/223782/07
Contract Ref: TC-MSA-2026
Date: 16 October 2026

12-MONTH SERVICE & HARDWARE AGREEMENT

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]

Contract Term 12 Months Fixed Duration with a mandatory 30-day written cancellation clause prior to term end.	Billing Cycle Billed on the 1st of every month. Advertising & Hosting fees billed in advance.	Hardware & Warranty Hardware at Cost + 5% Handling Fee. Covered repairs/replacements at Top Concierge expense.
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1. DURATION, BILLING CYCLE & ADVANCE FEES

- 12-Month Term:** This agreement commences on the date of execution and remains in effect for a fixed duration of 12 consecutive calendar months.
- Monthly Billing Cycle:** Invoicing occurs on the 1st day of every month. Payment is due strictly upon receipt or within agreed invoice payment terms.
- Advance Invoicing:** All digital services, hosting fees, and media/advertising management retainers are billed **strictly in advance** for each forthcoming monthly cycle.
- 30-Day Cancellation Clause:** Either party may terminate or request non-renewal of this agreement by giving **30 days' written notice** prior to the start of the next billing cycle. Early termination of service plans remains subject to accrued monthly balances and unfulfilled commitments.

2. SERVICE FEES & NON-REFUNDABLE CONDITION

- Non-Refundable Services:** All rendered services, labor charges, onboarding fees, retainers, and advertising spends carry a strict **NON-REFUNDABLE** condition once allocated or executed.
- Suspension of Service:** Accounts overdue past the 5th of the month may experience immediate temporary suspension of active hosting and advertising services.

3. HARDWARE PROCUREMENT, HANDLING FEES & WARRANTY

- At Cost + 5% Handling Fee:** All physical hardware, equipment, devices, and accessories ordered through Top Concierge are billed directly at supplier cost plus a mandatory **5% administrative and handling fee**.
- Warranty & Guarantee Coverage:** If hardware provided under this contract experiences technical fault or defect within its valid supplier warranty/guarantee period, it will be **repaired or replaced entirely at Top Concierge expense**.
- Exclusions:** Warranty coverage excludes physical damage, water exposure, power surge damage, or unauthorized modifications.

4. AUTHORIZATION & FORMAL ACCEPTANCE

By signing below, the parties confirm that they have read, understood, and agreed to all terms outlined in this 12-Month Agreement.

SIGNED ON BEHALF OF TOP CONCIERGE (PTY) LTD:	SIGNED ON BEHALF OF CLIENT:
Authorized Signature: _____	Client / Representative Signature: _____
Date: _____	Date: _____

