1. SERVICE DESCRIPTION

BridgeERP provides enterprise resource planning software solutions including but not limited to Customer Relationship Management (CRM), Inventory Management, Accounting, Human Resources, and related business management modules ("Services").

2. SUBSCRIPTION TERMS

2.1 Subscription Period: This agreement begins on the effective date and continues on a monthly or annual basis as selected by the Customer.

2.2 Automatic Renewal: Subscriptions automatically renew for successive periods unless terminated by either party with 30 days written notice.

2.3 User Licenses: Customers may access the Services for the number of users specified in their selected plan.

3. PAYMENT TERMS

3.1 Fees: Customers agree to pay the subscription fees as outlined in their selected plan.

3.2 Payment Schedule: Fees are due in advance on a monthly or annual basis.

3.3 Late Payments: Overdue amounts may incur a late fee of 1.5% per month.

3.4 Price Changes: BridgeERP may adjust pricing with 60 days advance notice.

4. DATA AND PRIVACY

4.1 Data Ownership: Customer retains ownership of all data entered into the system.

4.2 Data Security: BridgeERP implements industry-standard security measures to protect Customer data.

4.3 Privacy Policy: Data handling is governed by our Privacy Policy available at mybridgeerp.com/privacy.

4.4 Data Backup: BridgeERP performs regular backups but Customer is responsible for maintaining their own backup copies.

5. ACCEPTABLE USE

5.1 Compliance: Customer must use Services in compliance with all applicable laws and regulations.

5.2 Prohibited Uses: Services may not be used for illegal activities, spam, or to violate third-party rights.

5.3 Security: Customer is responsible for maintaining the confidentiality of login credentials.

6. SUPPORT AND MAINTENANCE

6.1 Support Levels: Support is provided according to the plan selected by Customer.

6.2 Updates: BridgeERP provides regular system updates and maintenance.

6.3 Downtime: We strive for 99.9% uptime but do not guarantee uninterrupted service.

7. LIMITATION OF LIABILITY

BridgeERP's total liability shall not exceed the amount paid by Customer in the 12 months preceding the claim. We are not liable for indirect, incidental, or consequential damages.

8. TERMINATION

8.1 Termination by Customer: Customer may terminate with 30 days written notice.

8.2 Termination by BridgeERP: We may terminate for non-payment or breach of terms.

8.3 Data Export: Upon termination, Customer has 30 days to export their data.

9. GOVERNING LAW

This agreement is governed by the laws of [Your Jurisdiction]. Any disputes shall be resolved through binding arbitration.

10. ENTIRE AGREEMENT

This agreement constitutes the entire agreement between the parties and supersedes all prior agreements relating to the subject matter.

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