Service Agreement

Agreement no. SA-2026-0117 between Northwind Consulting and Contoso Retail

1. Scope

Northwind Consulting provides the implementation and the first year of support for the inventory platform described in the technical proposal of 14 September 2026. The work is delivered in three phases: design, implementation and acceptance.

2. Terms

Start date	2 November 2026
Acceptance deadline	30 April 2027
Support period	12 months from acceptance
Payment	30% at start, 40% after implementation, 30% at acceptance

3. Approval

The agreement enters into force when both parties have signed it. The client signs first and the account manager countersigns on the next page.

Client

Signed on behalf of Contoso Retail by its authorized representative

4. Countersignature

The account manager confirms that the terms above match the accepted proposal and that the resources for the start date are allocated.

Account manager

Signed on behalf of Northwind Consulting after the client signature