

Terms of Professional Services

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Business Made Agile Oy

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BUSINESS MADE AGILE

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Terms of Professional Services

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These Terms govern professional services including business process optimization, automation, consulting, coaching, implementation, onboarding, training, system integration, and administration provided by **Business Made Agile Oy** ("Supplier").

1. Performance of Services

The Supplier shall perform the services with reasonable care and the professional skill traditionally expected in the business consulting and IT integration industry. The scope and deliverables are defined in a separate Statement of Work (SOW) or Order Form.

2. Intellectual Property Rights (IPR)

- **Pre-existing Material:** All IPR to frameworks, methodologies, and templates owned by the Supplier prior to the engagement remain with the Supplier.
- **Right of Use:** The Customer is granted a non-exclusive, non-transferable right to use the results of the services for its internal business purposes.

3. Responsibilities and AI Oversight

The Supplier integrates AI methodologies into professional services. The Customer acknowledges that AI-generated outputs are probabilistic. The Customer is solely responsible for the final review, verification, and approval of any messaging, automation logic, or content before it is deployed or published.

4. Limitation of Liability

The Supplier's total liability for any professional service engagement is limited to the fees paid for that specific service during the six (6) months preceding the claim. Neither Party is liable for indirect or consequential damages.

5. Termination

Unless otherwise stated in the SOW, professional services may be terminated by either Party with thirty (30) days' written notice.

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