

Maintenance and Support Agreement Template

Between [YOUR COMPANY NAME] ("the Provider") and [CLIENT NAME] of [CLIENT ADDRESS], [CLIENT CITY] ("the Customer").

Dated [DATE].

1. Scope

The Provider will maintain and support the systems, equipment or premises listed in the accompanying schedule, including planned maintenance visits and response to faults reported by the Customer.

2. Term

This agreement runs from [START DATE] to [END DATE]. It renews automatically for further terms of the same length unless either party gives [NOTICE PERIOD] written notice before the current term ends.

3. Charges

The annual charge is [CONTRACT VALUE], invoiced in advance. Charges may be reviewed once per term on written notice given before the renewal date; if the Customer does not accept a revised charge it may decline renewal within the notice period.

4. Response times

Faults are triaged as critical, major or minor. The Provider will respond within the times set out in the schedule during the agreed service hours. Response means work has begun, not that the fault is resolved.

5. Exclusions

The agreement does not cover damage from misuse, accident, unauthorised modification, or work carried out by others. Parts and consumables are charged separately unless the schedule says otherwise.

6. Customer obligations

The Customer will give the Provider safe and timely access, report faults promptly, and keep the systems in the operating conditions the manufacturer specifies.

7. Termination

Either party may terminate on [NOTICE PERIOD] written notice, or immediately for material breach not remedied within 14 days. Charges are apportioned to the termination date.

8. Governing law

Governed by the laws of [YOUR COUNTRY].

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