

KLINIQ

SERVICE LEVEL

Acknowledgement (SLA)

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1. PURPOSE

This Service Level Acknowledgement ("SLA") clarifies the extent of services provided by Kliniq LLC ("Company") to its clients ("Client"). Unlike traditional service level agreements, this SLA does not create or imply any guarantee of performance, availability, response times, or results.

2. SCOPE OF SERVICES

Kliniq LLC provides software, automation, AI integrations, and related services. Service scope may change, expand, or be reduced at Kliniq LLC's sole discretion.

3. NO SERVICE GUARANTEES

- Kliniq LLC does not warrant or guarantee any specific uptime, availability, response time, service quality, or results.
- All Services are provided strictly on an "AS IS" and "AS AVAILABLE" basis.
- Any references to service levels, performance metrics, or availability are aspirational only and shall not create binding obligations.

4. CLIENT RESPONSIBILITIES

1. Providing accurate information necessary for service delivery.
2. Maintaining secure access credentials.
3. Complying with Kliniq LLC's Acceptable Use Policy (AUP) and Terms of Service.
4. Ensuring all integrations and systems under Client control are functional and accessible.

5. SUPPORT AND COMMUNICATION

- Kliniq LLC may, but is not required to, provide support via email, phone, or other channels.
- Kliniq LLC reserves the right to limit or deny support at its sole discretion.
- No specific response time is guaranteed.

6. SERVICE INTERRUPTIONS

- Kliniq LLC may suspend, throttle, or terminate services at any time, with or without notice.
- Planned or unplanned downtime shall not be considered a breach of agreement.
- The Client agrees that interruptions do not entitle them to compensation, credits, or refunds.

7. FEES AND BILLING

All fees are payable as invoiced. Suspension or downtime does not reduce, waive, or offset billing obligations.

8. DISCLAIMER OF WARRANTIES

ALL SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." KLINIQ LLC EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, RELIABILITY, OR ACCURACY.

9. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY LAW: KLINIQ LLC'S TOTAL LIABILITY RELATING TO THIS SLA OR THE SERVICES SHALL NOT EXCEED THE LESSER OF (A) ONE HUNDRED U.S. DOLLARS (\$100), OR (B) THE FEES PAID BY CLIENT TO KLINIQ LLC IN THE THIRTY (30) DAYS PRIOR TO THE CLAIM.

KLINIQ LLC SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING LOSS OF PROFITS, DATA, OR BUSINESS OPPORTUNITY.

10. TERMINATION

Kliniq LLC may terminate this SLA and Services at any time, with or without cause, and with or without notice.

11. GOVERNING LAW AND DISPUTE RESOLUTION

This SLA shall be governed by Florida law. Any dispute shall be resolved exclusively by binding arbitration in Miami, Florida, under the rules of the American Arbitration Association.

The Client waives any right to jury trial, class action, or representative proceedings.

Authorized By: Pretish Patel, Founder & CEO, Kliniq LLC

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KlinIQ LLC — MedSpa Marketing Agency