User Training and Support Service Agreement Sample

This User Training and Support Service Agreement ("Agreement") is made and entered into as of [Date], by and between:

Service Provider: [Provider Name]
Address: [Provider Address]

Client: [Client Name]
Address: [Client Address]

1. Purpose

The purpose of this Agreement is to set forth the terms and conditions under which the Service Provider will deliver user training and support services to the Client.

2. Scope of Services

- User onboarding and training sessions
- Preparation of training materials and documentation
- Ongoing technical support via email and/or phone
- Issue resolution and troubleshooting

3. Term

This Agreement shall commence on [Start Date] and continue until [End Date] unless earlier terminated in accordance with Section 7.

4. Fees and Payment

1. The Client agrees to pay the Service Provider the total amount of [Fee Amount] for the services described herein.
2. Payments shall be made according to the following schedule: [Payment Schedule].

5. Obligations of the Parties

5.1 Service Provider Obligations

- Provide training and support services as described in this Agreement.
- Deliver all materials and sessions on agreed schedules.

5.2 Client Obligations

- Provide access to necessary personnel, systems, and facilities.
- Pay all fees as set forth in Section 4.

6. Confidentiality

Both parties agree to maintain the confidentiality of all proprietary information and shall not disclose such information to any third party without prior written consent.

7. Termination

This Agreement may be terminated by either party upon [Number] days' prior written notice. Upon termination, all unpaid fees for services rendered shall become immediately due.

8. Limitation of Liability

The Service Provider's liability under this Agreement shall not exceed the total fees paid by the Client for the services described herein.

9. Miscellaneous

- This Agreement constitutes the entire agreement between the parties.
- Any amendments must be made in writing and signed by both parties.
- This Agreement shall be governed by the laws of [Jurisdiction].

Service Provider:

_____

Date: _____

Client:

_____

Date: _____