

Founding Client Program Agreement

Version 1.0
Effective Date:
February 9, 2026

1. Program Overview

Green Llama LLC is offering a limited **Founding Client Program** for early adopters of GLerp.

This program is designed to:

- Deliver a configured GLerp system designed to support the Client's agreed upon business workflows
- Replace fragmented tools and manual processes
- Allow clients to influence future GLerp development

This agreement supplements and modifies the Green Llama Terms of Service for Founding Clients. In case of conflict, this agreement governs solely with respect to Founding Client Program terms.

2. What's Included

Area	Description
System Setup	Company configuration, accounting structure, core modules
Data Setup	Import of key data (customers, inventory, etc.)
Integrations	Email setup and standard integrations supported by Green Llama at the time of onboarding
Training	Guided onboarding sessions (typically 8–16 hours)
Support	Best-effort support during onboarding and early use

3. Onboarding Phase (No Cost)

Item	Details
Cost	\$0 (Founding Client benefit)
Onboarding Duration	The Founding Client Program is intended to reach Go-Live within approximately 2 to 4 weeks . If onboarding extends beyond 60 days due primarily to Client delays, Green Llama may either: • Place onboarding on hold or • Deem onboarding complete based on implemented functionality or • Begin subscription billing upon written notice.
Goal	Achieve a usable system for real business operations

No subscription fees are charged until Go-Live Acceptance under Section 4

4. Go-Live & Acceptance

Your system is considered **Go-Live Ready** when:

- Core workflows are functioning (e.g., invoicing, job tracking, inventory)
- Email and key integrations are operational
- You confirm the system is usable for day-to-day business

Acceptance is based on **your confirmation of usability**, supported by a shared Go-Live checklist that may evolve during onboarding. Upon completion of all items on the agreed Go-Live checklist, Green Llama may request acceptance in writing. Acceptance will be deemed granted if no material deficiencies are identified within 10 business days.

5. Subscription (Founding Client Pricing)

Subscription Terms

Item	Details
Monthly Fee	\$200/month (Founding Client Rate)
Billing Start	Begins after Go-Live acceptance
Billing Frequency	Monthly, in advance
Billing Term	Month-to-month, automatically renewing
Cancellation	Either party may terminate by providing at least 30 days' written notice prior to the next renewal date. Service remains active through the end of the final paid billing period.

Included Services

Item	Included
Full System Setup	✓ Included
Data Migration Assistance	✓ Included
Training & Onboarding	✓ Included
Onboarding Cost	\$0 (Founding Client Benefit)
Included Users	Up to 3
Additional Users	\$35/user/month
Database Storage	Up to 10 GB
File Storage (Documents, Attachments, Uploads, Images)	Up to 12 GB
Support	Direct access to Green Llama implementation team (no formal SLA during Founding Program)
Platform Improvements & Bug Fixes	Platform Improvements & Bug Fixes (as determined by Green Llama during the Founding Program)

Scope Note:

Standard configuration consists of implementing and configuring existing GLerp functionality to support the Client's business using features available within the platform at the time of implementation. This includes the services described in Section 2, such as company configuration, core module setup, data migration assistance, standard integrations, and onboarding.

Requests outside the scope of standard configuration—including custom reports, custom workflows, custom integrations, bespoke feature development, or other client-specific enhancements—will be reviewed jointly by the Client and Green Llama. During the Founding Client Program, Green Llama may elect to include certain enhancements at its discretion. Otherwise, such work may require separate scoping, approval, and additional fees.

User Scope Guidance:

This program is intended for small business use cases (approximately 1–10 employees). Larger organizations may require a customized deployment and pricing structure.

6. Founding Client Benefits

Founding Clients participate in an early access program designed to help shape the future of GLerp while receiving hands-on implementation support.

- Early access to GLerp during active development
- Direct communication with the Green Llama implementation team
- Opportunity to provide feedback on workflows, features, and usability
- Priority consideration for future enhancements and integrations
- Waived onboarding fee during Founding Program period (typically \$3,000–\$6,000 value)

Future Pricing Expectations (Guidance Only)

Business Size	Anticipated Pricing Model
1–3 Users	Base platform + per-user pricing

4–10 Users	Base platform + per-user pricing
Larger Organizations	Custom deployment and pricing

Note: Green Llama is currently refining its long-term pricing model based on real-world onboarding experience, support requirements, and client feedback. Pricing is designed to remain practical and accessible for small to mid-sized businesses.

Note 2: Founding Client pricing is promotional and may be modified in connection with future pricing transitions described in Section 13.

7. Client Responsibilities

To ensure success, you agree to:

- Participate in scheduled onboarding sessions
- Provide accurate business information and data
- Test workflows and provide feedback
- Engage in a timely and collaborative manner

Lack of engagement may result in termination of onboarding access.

8. Support Expectations

Area	Policy
Support Level	Green Llama will make commercially reasonable efforts to provide support during onboarding and early platform adoption
Response	Not SLA-based
Focus	Onboarding success, bug fixes, usability improvements

9. Custom Development

Type of Work	Policy
Bug Fixes / Core Improvements	✓ Included
Light Enhancements	May be included at Green Llama's discretion
Client-Specific Custom Work	May require separate scoping and approval
Post Go-Live Work	Billable as separate projects

Custom development is not guaranteed and is evaluated based on scope, impact, and alignment with the GLerp platform.

10. Data Ownership & Access

- You retain full ownership of your data
 - We do not guarantee archival retention beyond the stated grace period and Clients are responsible for maintaining any exports they wish to retain
 - Green Llama performs routine operational backups and other infrastructure management activities to support the operation of the GLerp platform. These activities are intended for disaster recovery and platform continuity and should not be relied upon as a substitute for the Client's own record retention or business continuity practices.
 - Green Llama does not guarantee the availability of any specific backup, restoration point, or recovery timeframe unless otherwise specified in a separate written agreement or Service Level Agreement.
 - You may export your data at any time using built-in tools
 - Additional migration or transformation assistance may be offered as a paid service
 - Following termination, you will have a 90-day grace period to export your data from the platform. After 90 days, Green Llama will permanently purge Client Content from active systems.
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11. Program Nature

As a Founding Client, you acknowledge:

- The Founding Client Program is an early-access offering and may include features, functionality, or workflows that are still being refined
- GLerp is an evolving platform
- Features and workflows may change
- Some bugs or limitations may exist
- Your feedback is an important part of development

GLerp implementation is designed to improve operational workflows but does not guarantee specific business outcomes, savings, or performance improvements.

12. Termination

Scenario	Policy
During Onboarding	Either party may terminate the onboarding process at any time. Green Llama may revoke access to the implementation environment upon termination.
After Go-Live	Either party may terminate the subscription by providing thirty (30) days' written notice. Service will remain active through the applicable paid billing period.
Previously Paid Fees	Fees already paid are non-refundable, except where required by applicable law.

13. Future Pricing Transition

Green Llama intends to introduce a **standardized pricing model** as GLerp matures.

Founding Clients will:

- Receive advance notice of pricing changes
- Be offered preferred transition options