

Social media clarifications:

1. Client working days are three days a week (Tuesday - Thursday - Sunday) or (Monday - Wednesday - Saturday), during these days the designer will respond to you.
2. The working hours in which the designer will respond to you are from 9:00 am to 5:00 pm, except for Thursdays, which are from 9:00 am to 1:00 pm.
3. Every social media subscriber will get 1000 followers on Instagram, these followers are from outside Qatar.
4. To achieve quick and good results and reach clients, it is recommended to use paid advertisements or boosting.
5. All graphic designers at Media Solutions have experience. However, if you don't like the taste of the designer, you can request a change (there are multiple graphic designers available to choose from in the social media department).
6. The first week of working on social media is usually slow, and you should consider the designer as a new employee whom you need to train for your work.
7. The first 3 days are a preparatory stage, and the client should not expect any designs or posts during this time.
8. The company photographer is experienced and has a large number of photography equipment specialized in general photography suitable for social media pages. This is different from a photographer specialized in one type of photography, for example (like a photographer specialized in jewelry photography only), and thus the result varies.
9. Available equipment with the photographer: (Photography camera, Video camera, Lighting with stand and umbrella, Camera platform with flash, white/green/gray background, Wireless microphone, Product photography background (five colors).)
10. The client will receive two hours of photography.
11. We provide a specialist employee to assist you in the hiring process, including placing vacant job advertisements, sorting received CVs, scheduling interviews, preparing job offers/contracts, and sending them to the employee.
12. We provide a specialist employee to assist you in your accounting processes, such as recording revenues and expenses, analyzing them, and preparing your monthly profit and loss accounts.
13. In cooperation with one of the oldest law firms in the UAE, you can get one legal consultation per month for any legal inquiry.

Website Clarifications:

The average time to create a complete website is one and a half months **(this time may increase with each modification requested by the client).**

Mobile app clarifications:

Execution period:

- 1- The average time to design, program, and place an app on the PlayStore is one week.

(Optional)

If the client wants an additional app on the App Store:

- 1- An additional annual fee of 1,050 Qatari Rial is required to place the app.
- 2- The average time to design, program, and place an app on the App Store is two weeks. **(In some cases, app placement on the App Store may be delayed).**

Legal advisor service clarifications:

Through our cooperation with one of the oldest law firms in Qatar:

- 1- The client is entitled to one monthly consultation call, lasting a maximum of 10 minutes.
- 2- Any other consultancy or execution service will have additional costs determined by the law firm and paid directly to them.

General clarifications:

- Working days are from Saturday to Thursday. The company is closed on Fridays and official holidays.
- If a new client is referred by a current client, the current client will receive a free one-month subscription renewal.
- To receive the free month, the client needs to contact the sales department and provide them with the name and number of the new client.
- Electronic payment subscription through the website is a monthly subscription that **automatically renews**. To stop the subscription at any time, **the client must contact our team via WhatsApp**.
- Your satisfaction is our top priority. For any complaints, you can contact the office manager at **30262569**.
- Money-back without question policy is only available for contracts signed for six or 12 months. Refunds can only be requested after three months from the date of the contract. In case of requesting a refund, a deduction of 1,400 Qatari Rial will be applied monthly **(the original contract value)**.

Monthly electronic subscription payment clarifications (Online):**Payment schedule:**

- The subscription fee is **automatically** deducted monthly.
- **Cancellation:** The subscription can be canceled at any time by providing written notice through WhatsApp at least one day before the next billing cycle.
- Any payments already processed before cancellation will not be refunded.

Signature (after reading and agreeing)

Between the parties:

Party A: We are Media Solutions Services Company, license number 00997. Represented by Mr. Hassan Habib Shahin, ID number 29142200611

Party B: We are [Company/Establishment] _____, registered under number _____, represented by _____, ID or Passport number _____.

The parties agree to the following:

First: This contract introduction is an integral part of the contract.

Second: In accordance with Party A's acceptance and mutual satisfaction, the parties agree that Team A will begin:

- Creating a website and its complete components, creating an Android app, and managing social media for a duration of _____. Additionally, 1000 followers will be added to the Instagram page (followers will be from outside the Qatar).

Details are provided on the attached sheet.

Signature of Party B representative:

Name and title: _____ Phone: _____ Mobile: _____

Signature: _____ Value: _____

The parties agree that Party B will commit to paying the amount of _____ AED, with _____ AED to be paid in full.

- If Party B fails to make the payment mentioned above, the contract will be terminated.
- If Party A fails to fulfill the agreed-upon tasks, the contract will be terminated.

Second: Confidentiality terms:

- The parties agree that if any dispute, malfunction, or failure to fulfill any clause of the contract arises, the affected party will resort to specialized judicial authorities, and the courts of Qatar are the only competent ones to resolve any dispute.
- The liability and damage limit is 2000 Qatari Rial.
- Party A undertakes to maintain the complete confidentiality of all Party B's information, including social media account passwords, and to deliver them upon contract termination or conclusion.
- A signed and unamendable contract will not be refunded or exchanged.

We, Party B _____, declare our full commitment to the contents of this contract and undertake to pay the mentioned amounts as scheduled above.

We, Party A _____, declare our full commitment to the contents of the contract.

Signature and stamp of Party A:

Signature and stamp of Party B:

Date: