

GloveLike Terms and Conditions

This document describes the Terms and Conditions for development tasks between GloveLike and Customer. A Customer can be the end-user of the software, or a partner that orders the software and distributes it to an end-user.

This document covers most steps that might appear in the process of custom created software.

Please contact winfried@glovelike.nl for cases where this document does not provide clear statements, or in case the Customer requires specific conditions for a project.

Document version and history

- v1.1 07-december-2020 Additions for WoodWing EOS plugins
- v1.0 31-august-2019 First Version

Ordering software/functionality

- Each task will need to have a customer order number provided on which hours are booked.
- In most cases the custom development tasks are small and clear in their intentions. With that in mind functional descriptions will be kept to a minimum. When both parties agree on the functional description by email, work will planned.
- For more complex cases a document with functional requirements will be created.
- Both parties can ask for a more detailed functional description or work brake-down if functionality is unclear.

Copyright and intellectual property

- The copyright and intellectual property of the delivered functionality remains with GloveLike.

Delivery of software

- The software/functionality will be delivered as zipfile.
- The package will contain an increasing version number to distinguish each update.
- The zipfile will contain a README.md. This README.md will contain :
 - version-history,
 - install instructions
 - test instructions.
 - Versions of related products like OS, PHP, and/or underlaying products on which the required functionality is build.

- It's expected that Customer will perform actual installation on their or end-users servers.
- It's expected that each new version will first be installed and tested on a **DE**velopment or **ACC**eptance server.
- It is the task of the Customer to take care that the ACC and DEV system have representative test data compared to the **PROD**uction system.

Bugs and Changes

- A 'Bug' is a faulty behaviour of the functionality compared to the initial requirements.
- Bugs will always be investigated together with the Customer on the DEV or ACC system. This will require access to the functionality, allow to switch on server logging and other system admin tasks.
- A Bug needs to be reproducible on ACC or DEV so that, when fixed, this can be proven against the same dataset and server.
- A 'Change' is a new request on top of or in place of initial requirements.
- Before a change will be planned an estimate of the time will be given to the customer. When this is agreed, the change will be planned.

Acceptance of delivered software

- The version is considered to be accepted by the customer when it is installed on DEV or ACC and no bugs/changes have been found or requested within 2 weeks after delivery.
- The version of software is considered to be accepted by the customer when it is installed and used on production.

Maintenance

In those cases where the software build by GloveLike is an extension of the Woodwing products (Enterprise/Studio or Elvis/Assets) the warranty under maintenance is limited. The limitation is caused by the fact that the underlying products can change (part) of the API or system calls without knowing how these are used by Implementors.

- Maintenance on the delivered software can be added on annual basis.
- Maintenance will only cover the situations below when the underlying system components are not changed.

Covered by maintenance

- Investigation of 'not-working' cases of the software. Depending on the cause a solution will be provided in cooperation with the customer.

Not covered by maintenance

- Failure of functionality after update of a Woodwing product version.
- Failure of functionality when software is directly placed on production.

Invoicing and Payment

- Work will be booked on a project code provided by Customer.
- Invoicing will be done at the end of each calendar month.
- The invoice contains a specification of the tasks.
- The invoice will be send as PDF, per email.
- Payment is expected within 21 days after invoice date.

WoodWing EOS Plugins

Woodwing created a list of specifications to which a plugin must confirm before it is allowed to run on their EOS platform. Therefore it is important to inform GloveLike at ordering of software that a plugin is intended to run on EOS.

Development of EOS plugins will be more time consuming due to the specifications from WoodWing. For normal on-premise installations these additional rules do not apply.

The flow for developing EOS plugins is a bit different:

1. Requested functionality will be made available on the AWS servers from GloveLike. You will get an account to setup your test workflow. If this is not possible, the plugin will be made available to you so you can test on your own on-premise installation.
2. The functional tests will be done on this GloveLike-AWS server (or partner on-premise). When the requested functionality is approved. The development time will stop. The tested version of the plugin is what will be delivered to Woodwing for install on EOS.
3. WoodWing will inspect the plugin and code and might come up with additional requirements. The work required to meet these requirements is out of scope for the initial price estimate and will be invoiced per hour as addition to the project.

Site note:

Knowing that this plugin needs to run on EOS, GloveLike will already try to confirm to the WoodWing required specifications. However, running code on EOS is relative new for all parties and new insights might cause additional work.