



**JidouSHA**  
**JidouSHA Service Agreement**

**JidouSHA Platinum**

GladkovSoft provides full privacy to clients' data. Even in case of non-payment and other disagreements between the two parties, GladkovSoft will protect the essential information and shall not pass on to any body or entity. Therefore all matter are expected to be solved amicably. Data of clients with unresolved issues will be removed from the servers after certain period of time. GladkovSoft will provide prior notice to client in any case.

JidouSHA is a web-based application and requires web-hosting. Web-hosting service has to be paid monthly or annually in addition to the standard JidouSHA price. Therefore, GladkovSoft offers extremely concessional rate thereof where the client's website can be hosting as well.

JidouSHA provides data backup utilities to clients and secondary backup at it servers. GladkovSoft shall not delete any file or table without prior consent of client. All data will reside on our Servers at NTT Data Center with extreme protection and security. GladkovSoft neither use client's data nor can use it due to multiple security checks and hidden data storage mechanism. Client has given full rights and accesses to make the backup at their end as well and storing at their own office servers or PCs.

GladkovSoft neither can check nor see client data through given login and password of JidouSHA. Client is bound to change the password after first setup and has to follow the universal identity protection laws. In case of forgetting password, an automatic email can be sent to email address stored in company information in JidouSHA. GladkovSoft is unable to give you the password as password storing utility does not store the real password. In extreme cases, upon a written request of company, GladkovSoft can issue a new password only.

GladkovSoft Inc would provide data download in excel as well. In case of extreme mishap, client can re-use its data for other programs supporting excel import. This is an extra measure by GladkovSoft Inc to secure its client from losing import data.

GladkovSoft provide customize solution for JidouSHA Platinum client based on existing JidouSHA. GladkovSoft may change the existing system in accordance with the need of client. Therefore, the total package amount would change accordingly.

GladkovSoft would implement the customize JidouSHA to its client. After completion of order, GladkovSoft

will provide training to the users as per sales order.

JidouSHA is easy to use system in 13 languages and supported by fully descriptive user manual on CD and JidouSHA Website only in English and Japanese. GladkovSoft can conduct free training sessions at its premises if required by the client. After implementation and testing, GladkovSoft shall not change the system and if requested by the client, GladkovSoft will charges additionally.

JidouSHA is web-based application that records the full vehicle trading cycle including general accounts, quotations, invoicing, freight calculation, search and report. This web-based application is designed for automobile trading but has the limited capacity to flexibly use for auto bikes and construction machinery. Auto parts trading is not covered in this version.

JidouSHA solely depends on good and stable Internet connection in order to perform fully and timely. In case of connection problems caused by ISP or internal LAN or PC or any other related possibility, GladkovSoft shall not be responsible. There is minute possibility of server-down situation of GladkovSoft servers. GladkovSoft has made the special arrangements to minimize it to few hours in extreme cases.

GladkovSoft provides after sales support to its Platinum clients including on-line and telephonic support in case of problem in use of JidouSHA. GladkovSoft would develop website as well as register the domain and provide web hosting.

GladkovSoft shall provide you self-explanatory multilingual online tutorial for JidouSHA that covers all major system use, its implications and provisions. The client is expected to consult these online documentations at first place. The response from support unit of GladkovSoft for JidouSHA will all refer to these documentations if received inquiries by email.

GladkovSoft has established a special unit for system error and mal-functionalities of JidouSHA (if occurs). Therefore if errors are caused by Internet or related issues at client's side, the complaint tickets will automatically be discarded. GladkovSoft will try its best to answer all inquiries it will receive

GladkovSoft may provide updates to fix the minor error or system mal-functionalities (if occurs). GladkovSoft's update option is entirely based on user feedback. The update may take a while as update is sensitive issue and needs to be checked thoroughly. GladkovSoft on its part will ensure the maximum stability of JidouSHA

GladkovSoft may offer new versions of JidouSHA in future with more functionalities and versatilities. Therefore, if it satisfies more needs of the client and both the parties, GladkovSoft and the Client, could reach to final settlement, GladkovSoft will take it as new order and will separately invoice. Platinum client will be given

special discounts across the board.

All websites of clients will be hosted on GladkovSoft's servers at NTT Data Center. Reason is to provide maximum security and stability across the board. It protects clients data and make them secure. GladkovSoft neither provide JidouSHA as desktop application nor upload it to server other than its own. Domain names can be owned and registered by the clients whereas hosting services are provided by the GladkovSoft in order to use JidouSHA.

JidouSHA Tutorial may be amended due to updates in currently provided version of JidouSHA. GladkovSoft may not be able to provide you CD of amended tutorial. Therefore, updated tutorial will be available on JidouSHA website for quick reference. Platinum members will get the Free tutorial updates throughout the contract period.

GladkovSoft may charge for updating or modifying the homepage. Platinum client will get special treatment if changes are not effecting the whole website.

GladkovSoft offers three payment plans for JidouSHA Gold: Standard and 12-Installment Plan and Lease Plan (Details of Website) GladkovSoft expects clients to pay the recurring charges on / before time. The payment options are fully automated at server side. In case the system does not receive the payment receipt flag, it turn the system off automatically. GladkovSoft will place a surcharge on next invoice as it take extra efforts and resources of the company.

JidouSHA Tutorial may be amended due to updates in currently provided version of JidouSHA. Updated Tutorial CD/DVDs are available for Platinum Client for free.