

HANOVER

Onboarding Package Terms & Conditions

We have established these Terms & Conditions to align expectations and ensure that your onboarding experience is as successful as possible.

Client Resources and Participation:

- The client will allocate sufficient internal resources, including staff time and subject matter experts, for the duration of the onboarding.
- The client will ensure that their internal teams are informed and aligned with the onboarding objectives.

Booking Requirement:

- Onboarding hours must be scheduled in advance and are subject to availability. Clients are encouraged to book sessions as early as possible to secure their preferred times.

Package Expiry:

- All onboarding packages expire 6 months from the date of purchase. Any unused hours or services not scheduled within this period will be forfeited and are non-refundable.

Payment Terms:

- Payment is required in full upon purchase of the onboarding package. Services will only commence after payment is received.

Project Timelines:

- The project timelines are based on the assumption that the client will provide necessary inputs and approvals within the agreed-upon timeframes. Delays caused by the client may result in extensions to the project schedule.

Cancellation and Rescheduling:

- Sessions canceled or rescheduled within 24 hours of the appointment may be subject to forfeiture of the booked hours.

Service Scope:

- Onboarding packages cover only the services outlined at the time of purchase. Any additional services requested may incur additional fees.
- The client acknowledges that out-of-scope work will incur additional costs. These costs will be estimated and approved by both parties before any work is undertaken.
- A new agreement or amendment to the existing contract will be executed to cover the additional work and costs.

Non-Transferable:

- Onboarding hours and packages are non-transferable and may only be used by the purchasing entity.

Data Import Assumptions:

- The client will provide data that is accurate, clean, and formatted as per the specifications agreed.
- The data will be delivered in a compatible format (e.g., CSV, Excel, XML) that can be easily imported into Hanover
- The client will grant necessary access to all relevant data sources and databases required for the import process.
- Any required data extraction tools or software will be available and operational.
- A comprehensive data mapping document will be provided by the client, detailing how the data fields from the source systems correspond to the target CRM fields.
- The client will validate the imported data and confirm its accuracy within the agreed timeframe.
- Any required system downtime for data import activities will be scheduled in advance and approved by the client to minimize business disruption.

By purchasing an onboarding package, you agree to abide by these terms and conditions to ensure a smooth onboarding experience.