

MAKNER DELIVERY GUARANTEE POLICY

("THE MAKNER PROMISE")

| Effective: 16 September 2026 |

1. Purpose & Scope

This Policy states Makner's binding commitments on delivery time, quality, escalation and remedies for every project governed by a Statement of Work ("SOW"). It is incorporated by reference agreements.

2. Definitions

2.1 "Business Day" means Monday to Friday, excluding UAE public holidays.

2.2 "Delivery Date" means the date a deliverable is made available to the Client as stated in the SOW.

2.3 "Excused Delay" means delay caused by: (a) Client into all client

feedback, content, assets or access credentials overdue by more than three (3) Business Days; (b) Client-requested scope changes; (c) force majeure; (d) failure of Client-provided services (hosting, domain, payment gateway, third-party APIs); (e) Client payment default. 2.4 "Bug" means a material deviation of a deliverable from the SOW specifications.

3. On-Time Delivery Guarantee

3.1 If a deliverable misses its Delivery Date by more than three (3) Business Days for reasons other than Excused Delay, the Client shall receive a credit equal to twenty percent (20%) of the fee of the affected milestone for each commenced week of delay, capped at forty percent (40%) of that milestone fee.

3.2 If such delay exceeds four (4) weeks, the Client may additionally terminate the SOW and receive a full refund of all amounts paid for undelivered milestones.

3.3 Claims must be submitted in writing within ten (10) Business Days of actual delivery. Approved credits apply to the next invoice or are refunded within fifteen (15) days.

4. Quality Guarantee

4.1 Deliverables shall conform to the SOW and to current professional standards, including responsive design, enforced HTTPS, input validation, least-privilege access control, and documented handover.

4.2 Revisions within SOW scope are unlimited during development. Two (2) formal review rounds per milestone are included; additional revisions are billed at USD 40/hour with the Client's prior written approval.

4.3 Warranty: for thirty (30) days from launch, Bugs are corrected free of charge. Critical Bugs (service outage, data loss, payment failure) are acknowledged within twenty-four (24) hours and corrected or worked around within three (3) Business Days.

5. Executive Escalation

5.1 Any project forecast to delay by more than three (3) Business Days, or failing two consecutive internal quality checks, is automatically escalated to the CEO.

5.2 The CEO shall personally supervise the project until closure and shall add compensating enhancements (advanced SEO pass, design refinement, performance optimisation) at Makner's sole cost.

5.3 If Makner cancels an accepted project before delivery, all amounts paid for undelivered milestones shall be refunded in full within fifteen (15) days.

6. Support & Continuity

Post-warranty continuity is offered through monthly plans: Care (USD 50), Pro (USD 100), Enterprise (USD 250), each with defined response SLAs. Standard and Premium product plans include three (3) months of Pro support as per the published Price List.

7. Exclusions

This Policy does not cover: changes to third-party platforms or algorithms (search engines, social networks, app stores, payment providers); failures of Client-side infrastructure; modifications performed by the Client or unauthorised third parties; force majeure.

8. Precedence

Where this Policy conflicts with the agreement or SOW, the interpretation more favourable to the Client shall prevail.