Sample scope (illustrative)

Every engagement starts with a one-page written scope like this, signed before work begins. The highlighted fields are filled in for your project; the terms in sections 5 to 8 are our standard terms.

Client	[Company name], [emirate or free zone]
Contracting party	Finyki Digital LLC
Engagement	[for example: WhatsApp and website enquiry agent with CRM routing]

1. **Outcome and scope**
   The problem: [what is going wrong today and what it costs]. The system we build to solve it: [one paragraph]. In scope: [channels, systems, languages]. Out of scope: [what this engagement does not cover].
2. **Deliverables and acceptance**
   Each deliverable with the test it must pass before it counts as done, for example: [every test enquiry reaches the CRM with its source, owner and transcript].
3. **Timeline**
   Kickoff on [date], with milestones [M1, M2, M3 and their dates]. From your side: one person who can make decisions, and access to the systems in scope, read-only wherever that is enough.
4. **Price and payment**
   [Fixed price or monthly fee] of AED [amount], excluding 5% VAT, invoiced against the milestones above. Model, API and software costs are billed to your own accounts directly.
5. **Ownership**
   You own all deliverables, code, prompts and accounts once invoices are paid. Everything is built in your accounts and documented at handover.
6. **Changes**
   Changes are quoted in writing before work starts.
7. **Ending a retainer**
   Retainers run month to month and end with 30 days' notice.
8. **Confidentiality and data**
   A mutual NDA as standard, and a data processing agreement on request. We deploy into your own cloud accounts, in the region your data policy specifies.

For [Company name]
Name, title, date

For Finyki Digital LLC
Name, title, date