Additional Maintenance Terms and Conditions

Version 1.1 - effective date 11 September 2026.

1. Parties, Applicability and Order of Precedence

1.1. AIAgentCycle is a trading name of Good Nature Vibe B.V., with its registered office in Oosterwolde, correspondence address Houtwal 29B, 8431 EX Oosterwolde, Dutch Chamber of Commerce number 95865101, VAT ID NL867353673B01, email info@aiagentcycle.com. These terms apply exclusively to clients acting in the course of a business or profession.

1.2. These terms apply to maintenance and management services agreed in writing. The development of automations, one-off setup, takeover assessments, separate projects and third-party services are included only to the extent expressly stated in the statement of work.

1.3. In the event of a conflict, the following order applies: an expressly agreed deviation in the signed quotation or statement of work; these maintenance terms; AIAgentCycle's B2B General Terms and Conditions. A data processing agreement takes precedence where the processing and protection of personal data are concerned. Mandatory law remains applicable. A deviation must clearly identify the subject concerned and the differing arrangement.

1.4. The statement of work specifies at least the selected service, price, start date, managed environments and workflows, suppliers, data categories, budgets, contact persons and deviations from the standard service. Concrete commitments on which the agreement is based are included in it. This order of precedence does not make incorrect or misleading prior information valid retrospectively.

2. Definitions and Scope

2.1. An environment is one identified n8n installation with the server, operating system, container configuration, database and necessary technical configuration described for it in the assignment. An additional server, cluster, worker environment or separate installation is not automatically included within the same environment.

2.2. A managed workflow is a registered process with a documented function, owner, integrations and acceptance criteria. The assignment includes a list. Related subflows are documented in advance as part of that process or as a separate workflow. The number of workflows is an upper limit, not a commitment that every level of complexity or transaction volume fits within the standard package.

2.3. Fixed maintenance comprises the recurring performance obligations in Article 4. It is not a declining balance of hours. The time AIAgentCycle budgets internally for this maintenance does not limit those obligations.

2.4. Triage is human analysis to establish the cause, impact and next step in response to an incident. Receipt of a report, initial prioritisation and necessary warnings form part of fixed maintenance. Further analysis uses the triage allowance.

2.5. Included work hours are the human working time included in the package for agreed small changes, additional analysis and remedial work that does not form part of fixed maintenance or remedying AIAgentCycle's own breach. Included work hours are used only for work commissioned or authorised in advance by the Client.

2.6. Error handling is built-in technology, such as input validation, bounded retries, alerts, logging, protection against duplicate execution and safe stop paths. This technology is distinct from unlimited human investigation and repair of every subsequent incident.

2.7. Service hours are Monday to Friday, 09:00 to 17:00 in the Europe/Amsterdam time zone, excluding New Year's Day, Easter Monday, King's Day, Liberation Day, Ascension Day, Whit Monday, Christmas Day and Boxing Day. The response-time clock does not run outside these hours. AIAgentCycle's holidays do not constitute an additional unilateral exception to the agreed service hours.

3. Standard Packages

All amounts exclude VAT. The agreed quotation price is decisive; the amounts below apply to the standard service within the limits described below.

Item	Technical Maintenance	Maintenance with Included Work Hours	Extended Maintenance
Monthly price	EUR 250	EUR 500	EUR 950, on request
Production environments	1	1	1
Separate test environment	Not included	Not included	1 included in maintenance
Identified workflows	Maximum 3	Maximum 5	Maximum 10
Protected source data	Maximum 20 GB	Maximum 20 GB	Maximum 20 GB, production and test combined
Fixed technical maintenance	Included	Included	Included
Automated technical check	Every 5 minutes	Every 5 minutes	Every 5 minutes
Human triage per subscription period	30 minutes	30 minutes	30 minutes
Additional included work hours per subscription period	None	2 hours	5 hours
Backup frequency	Daily	Daily	Daily
Backup retention cycle	14 days	30 days	30 days
Restore test	Quarterly	Quarterly	Monthly
First substantive response	Within 8 service hours	Within 8 service hours	Within 8 service hours
Guaranteed resolution time or 24/7 service	Not included	Not included	Not included
Hosting, storage, licences and operational API usage	Separate	Separate	Separate

3.1. The 20 GB limit concerns the size of the agreed source data to be protected, not the sum of all retained backup versions. The required storage and associated supplier costs are estimated separately. Mailboxes, CRM databases or files with other providers that fall outside the scope are not protected by an n8n backup.

3.2. A package is confirmed only after its suitability for the scale, complexity, volume and risk has been established. For additional environments, special categories of personal data, demanding availability requirements, large files, complex custom code or a non-standard architecture, the service is first estimated separately. A larger package is not automatically a solution for every deviation.

3.3. AIAgentCycle discusses structural expansion of the scope in advance. Additional data volume or workflows do not silently result in a higher subscription price. The Client chooses between an expansion agreed in writing

and a jointly determined reduction in scope. Necessary measures against a specific security risk fall under Article 8.

4. What Fixed Maintenance Includes

4.1. For the identified environment, fixed maintenance includes:

• technical monitoring of reachability, capacity, certificates, backup status and the agreed technical error signals;

• management of the agreed server, operating system, container, database and n8n configuration;

• assessment of relevant security notices on working days and a maintenance round at least monthly for applicable, supported updates;

• assessment of compatibility, a recovery option before changes and a check of the identified critical functions after changes;

• maintenance of the agreed access security, firewall, TLS and any Cloudflare configuration;

• performance and checking of the backup and recovery arrangements in Article 5;

• keeping the necessary maintenance information up to date and providing a monthly summary of work performed, reports, included work hours used and points requiring attention.

4.2. AIAgentCycle agrees a maintenance window with the Client. Maintenance involving a foreseeable interruption is announced at least two working days in advance where possible. Urgent security risks may require earlier intervention; AIAgentCycle informs the Client as soon as possible of the reason, impact and next steps.

4.3. A routine update, the associated checks and remedying an update incorrectly performed by AIAgentCycle are included. A major platform migration, functional rebuild, replacement of custom software that is no longer supported or a new setup is a separate assignment. AIAgentCycle may not classify normal update work as additional work solely because of the time required.

4.4. Where an update cannot be performed safely, AIAgentCycle records the reason, temporary measure, remaining risk and proposed next step. Postponing an update does not end the duty of care. A known, actively exploited security vulnerability receives a substantive assessment within the normal response time and, where necessary, a proposal for or implementation of a proportionate temporary measure. This is not a guarantee that every vulnerability can be permanently resolved within that period.

4.5. Technical reachability does not establish that a business process has been performed correctly in substantive terms. Checking, for example, revenue amounts, the completeness of CRM records or the correctness of AI responses is included only where explicit checks and criteria for this are set out in the assignment.

5. Backups and Restore Tests

5.1. The assignment identifies the data to be protected. For a standard n8n environment, this consists of the necessary database, workflows, configuration, encryption key and agreed local files. Keys are stored securely with appropriate separation of duties. An export without the data and keys needed for recovery does not qualify as a complete backup.

5.2. Backups run automatically each day to agreed storage separate from the production environment. AIAgentCycle checks their execution on working days and investigates failed backups. The Client pays for the required external storage unless stated otherwise in writing.

5.3. The restore test includes restoration in an isolated environment, verification of readability and necessary access, and a controlled test of the identified critical function. A test must not execute real payments, send

customer messages or perform other unintended production actions. The test result and any defects are recorded.

5.4. Daily backups aim for a recovery point no more than approximately 24 hours old when backups complete correctly. This is a design objective, not a guaranteed RPO. There is no guaranteed recovery time or RTO without a separate agreement. A failure in the backup chain may make the available recovery point older; AIAgentCycle warns of an identified relevant shortfall and performs the agreed remedial measures.

5.5. Restore tests and correcting shortcomings in AIAgentCycle's own backup service are included. Actual restoration following, for example, a Client error or an external failure first uses available included work hours and then approved additional work. Restoration due to a breach attributable to AIAgentCycle is not charged separately and does not use included work hours.

5.6. The Client remains responsible for data outside the described backup scope. For data within the agreed backup service, AIAgentCycle cannot rely on a general provision stating that the Client should have arranged all backups itself.

6. Reports and Response Time

6.1. Reports are sent to info@aiagentcycle.com or the reporting channel specified in the assignment. To the extent available, the Client provides the time, process concerned, error message and business impact, without sending unnecessary personal data or passwords. An urgent report is clearly marked as urgent. Social media are not an agreed incident-reporting channel.

6.2. AIAgentCycle provides a first substantive response within eight service hours of receipt, with an assessment or targeted request for information and a next step. An automated acknowledgement does not count as a substantive response. For example, a report received on Friday at 16:00 receives a first substantive response no later than Monday at 16:00, unless that Monday is an excluded public holiday.

6.3. Priority is determined by impact and urgency: critical outage or suspected security incident; serious impairment with a workaround; other error or change request. The standard packages provide the same maximum initial response time. Prioritisation is not a commitment to a shorter resolution time.

6.4. Monitoring may run continuously and automatically without a member of staff watching continuously. Outside service hours, an additional obligation to provide assistance arises only where AIAgentCycle has expressly accepted a separate urgent request.

6.5. Waiting for necessary information, access or a supplier may delay subsequent steps. AIAgentCycle identifies the blockage and, during ongoing recovery from a serious incident, provides a status update no later than the next working day unless a different frequency has been agreed. Only the performance actually blocked as a result is affected; reports and protective measures that can be carried out continue to receive attention.

7. Triage, Included Work Hours and Responsibility for Remedy

7.1. Each subscription period includes thirty minutes of human triage. Once these have been used, further chargeable analysis is performed only using available, authorised included work hours or after approval of additional work. Before a limit is exceeded, AIAgentCycle states the proposed next step and the maximum that applies to it.

7.2. The two or five included work hours, respectively, are intended for small, clearly defined tasks within the existing environment. A new automation, substantial change or new business process is estimated first, even if hours remain available. The parties may agree in writing that part of a clearly defined change will be covered by included work hours.

7.3. Included work hours and triage are recorded as actual human time spent. AI computation time, unattended agent runtime and waiting time are not recorded as human hours. Testing, review, documentation and

necessary human oversight do count as working time. Fixed maintenance and remedying AIAgentCycle's own breach are recorded separately and are not deducted from the allowance.

7.4. Unused triage and included work hours expire at the end of the subscription period; they do not accumulate as a saved balance. For work to be performed in the same period, the Client should preferably request planned work five working days before the end. A later request does not automatically lapse, but performance depends on the remaining capacity. If AIAgentCycle fails, for a reason of its own, to perform work already agreed within the promised period, the hours reserved for that work are made available in addition to the next period's allowance. If the subscription ends, this demonstrably undelivered promised work is credited at EUR 110 per hour, up to the monthly fee concerned.

7.5. AIAgentCycle remedies a breach in the agreed work attributable to it without additional labour costs or costs for its own AI tools. Examples include an incorrectly configured backup, a carelessly performed change and missing agreed error handling. This also applies without an active maintenance subscription, within the applicable statutory and contractual rights. The absence of a subscription does not automatically make a defect in AIAgentCycle's own delivery chargeable additional work.

7.6. Where the cause is unknown, it is not assumed in advance that the Client must pay. For additional investigation, the parties may agree a conditional cost ceiling: charges apply only to the extent that the cause proves not to be attributable to AIAgentCycle. Incorrectly deducted hours or costs are corrected. Inability to establish the cause does not in itself prove the Client's responsibility.

7.7. Changes to third-party APIs, expired Client subscriptions, Client changes, new functional requirements and remedying demonstrable external causes may result in chargeable work. AIAgentCycle's own obligations of careful management, alerting, damage mitigation and agreed maintenance remain in force. Where causes are shared, the work and responsibility are assessed according to each party's demonstrable share.

8. Security, Access and Emergency Measures

8.1. Technical measures are documented for each environment. The starting points are individual accounts, minimum access rights, multifactor authentication where supported, secure secrets management, supported software and separation between the administration interface and public integrations.

8.2. Where Cloudflare is used, maintenance covers the agreed DNS, TLS, access and network rules. Cloudflare does not replace secure server configuration, n8n authentication, backups, patch management or correct workflow logic. A public webhook may require a different security method from an administration interface.

8.3. In the event of a specific, serious security risk or probable uncontrolled usage, AIAgentCycle may take a proportionate temporary measure, such as pausing a workflow, restricting access or revoking a key. The measure is kept as limited as possible, documented and reported as soon as possible. Foreseeable consequences for the business process are taken into account. Operation resumes as soon as this is responsible and the necessary arrangements have been made.

8.4. Initial classification and measures forming part of the agreed fixed maintenance are not placed outside scope because the triage allowance has been used up. Extensive forensic investigation, legal support and out-of-scope recovery require a separate assignment, unless the remedial work concerns AIAgentCycle's own breach. This delineation does not limit statutory notification or security obligations.

8.5. The data processing arrangements apply to personal data. AIAgentCycle reports an established or reasonably probable personal data breach without undue delay; the additional deadline and procedure are set out in the data processing agreement. An ordinary office-hours arrangement does not suspend this obligation after AIAgentCycle has become aware of the personal data breach.

9. AI Use, Credits and External Costs

9.1. AIAgentCycle uses AI assistance for analysis, development, maintenance, checks and documentation. AIAgentCycle remains responsible for the care exercised in its own performance and for an appropriate level of human oversight.

9.2. AIAgentCycle's usual own AI subscriptions and development tools are included in the price. They are not added retrospectively as an unexpected surcharge. With fixed prices, greater efficiency is reflected in the agreed pricing and capacity; the price is not automatically recalculated afterwards according to hours worked. For work charged on a time-spent basis, the actual human time spent is charged.

9.3. Exceptional additional development API usage attributable to the assignment is charged separately only if the supplier, calculation method and maximum budget have been agreed in advance. The same costs are not also charged as included costs or general overhead.

9.4. API and model usage by the Client's operational automations, hosting, external backup storage and paid software licences are separate usage costs. By default, the Client enters into and pays for the relevant supplier contracts itself. If AIAgentCycle passes on costs, the quotation states the basis and any handling markup. A markup applies only if expressly agreed.

9.5. For usage with financial consequences, the budget, warning level, desired stop measure, authorisations and exceptions are documented. A usage warning is not a guaranteed hard spending limit. Ongoing requests and delayed supplier records may affect a technical limit. A required hard limit must be made technically feasible separately; if this is not possible, it is disclosed before use begins and no hard limit is promised. A budget does not constitute unlimited permission to exceed it.

9.6. Personal data, secrets and confidential content are not disclosed to AI services without an appropriate legal basis, data processing arrangements and agreed instructions. Use for model training is not permitted by default. This arrangement also applies to AI tools in terminals and development environments.

10. Additional Work and Rates

Type of work	Rate excluding VAT	Minimum
Approved additional work with an active maintenance package	EUR 110 per hour	15 minutes per assignment/ticket
Ad hoc assistance without a maintenance package	EUR 125 per hour	30 minutes per assignment/ticket
Expressly accepted urgent assistance outside service hours	EUR 187.50 per hour	1 hour per accepted urgent request

10.1. One applicable rate is agreed for an assignment; surcharges are not stacked. Urgent assistance is never activated implicitly by a report outside office hours. There is no guarantee of permanent availability for ad hoc urgent assistance.

10.2. For work invoiced separately, human time is totalled per related ticket and rounded up once to a quarter of an hour, subject to the applicable minimum. Individual emails, partial actions or AI calls are not rounded separately. Within included triage and included work hours, actual human time is deducted without this billing minimum. Only the remaining paid time approved in advance is invoiced under this rule. No rounding of hours applies to an additional fixed price.

10.3. For additional work, the Client receives the description, rate or fixed price, maximum, any external costs and effect on the schedule. Performance begins after written approval. A previously documented emergency budget applies only within the actions and limit described in it. Remedying AIAgentCycle's own breach is not charged under these rates.

11. Start, Takeover and Self-Management

11.1. Maintenance begins on the start date confirmed in writing, after an appropriate intake and documentation of access, backup scope, monitoring and known shortcomings. AIAgentCycle distinguishes between existing defects, included start-up work and separately quoted remediation. A takeover assessment does not guarantee that every hidden defect has been found.

11.2. Taking over an existing environment is estimated separately in advance, with an indicative starting price of EUR 450 excluding VAT. This amount covers only the expressly described intake and handover, not unlimited remediation or a guaranteed safe takeover. If the same setup or intake is already part of a development project, it is not charged again.

11.3. Where a delay is solely attributable to AIAgentCycle, the monthly fee does not start until the agreed service is actually available. Where the Client's cooperation is missing, the parties discuss the consequences and a new start arrangement; unused, undelivered services are not treated as fully performed without agreement.

11.4. Self-management costs EUR 0 per month in maintenance services from AIAgentCycle. The Client then arranges monitoring, updates, backups, restore tests, licences, security and incident follow-up itself or through a third party. External costs remain. Ad hoc assistance is available by agreement at the applicable rate confirmed in advance. Existing rights concerning defects in delivered work remain in force.

12. Invoicing, Term, Changes and Cancellation

12.1. The subscription is entered into for an indefinite term with successive monthly subscription periods. There is no initial minimum term of three months and no additional notice month. Invoicing takes place in advance; the payment term is fourteen days.

12.2. A period begins on the agreed start date and ends on the day before the corresponding date in the following month. The original start day remains the anchor. If that day does not exist in a month, the last calendar day of that month is used as the next start date. The quotation or start confirmation explicitly shows the first periods.

12.3. The Client may cancel by email to info@aiagentcycle.com, with effect from the end of the subscription period current at that time. The date on which the cancellation reaches AIAgentCycle is decisive. Confirmation follows within two working days, but is not a condition for a valid cancellation.

12.4. Examples: with a start on 17 March, the first period runs through 16 April inclusive. A cancellation received on 16 April ends the subscription that day at the end of the period. A cancellation received on 17 April ends the subscription on 16 May. With an original start on 31 January 2027, the next period begins on 28 February 2027 and the following period on 31 March 2027.

12.5. A period that has already begun and has been made available is not refunded pro rata by day upon ordinary cancellation. Rights in the event of non-performance, an agreed early termination or mandatory law remain in force. Cancellation does not automatically terminate a separate, validly agreed project or a supplier contract in the Client's name.

12.6. AIAgentCycle may terminate in the ordinary course with at least thirty calendar days' notice. Prepaid services not provided after termination are refunded proportionately. In the event of breaches, security risks and statutory grounds for termination, the general terms and applicable law also apply.

12.7. A package change is confirmed in writing, including the price, start date and effect on included work hours and scope. By default, a downgrade takes effect at the start of the next period. For an earlier upgrade, the parties explicitly agree the additional price and capacity.

12.8. Changes to prices and terms follow Articles 7.5 and 17.3 of the B2B General Terms and Conditions applicable to the agreement. The Client may avoid an adverse change by giving notice before the announced effective date to terminate on that date. A change does not apply retrospectively.

13. Termination, Export and Switching

13.1. Supplier accounts in the Client's name are used by default. AIAgentCycle receives delegated management rights. This gives the Client control over the accounts, but does not transfer ownership of rented hardware or third-party software.

13.2. The included standard handover consists of current exportable workflows and configuration, necessary maintenance information, versions and dependencies, an overview of accounts and outstanding points requiring attention and, where the backup service applies, a usable final backup. Secrets are transferred through a secure channel. Access rights and any keys requiring rotation are explicitly addressed.

13.3. Where coordination takes place in good time, the standard handover is provided no later than termination; remaining handover work is completed within ten working days at the latest. Management rights are revoked at the agreed end, except for the minimum necessary, expressly authorised temporary access for the handover. This does not revoke the Client's right to use work already paid for.

13.4. Migration to a different architecture, new development and additional work for a successor may be estimated separately. Providing existing documentation and standard exports does not incur a separate exit penalty. Switching assistance that must be provided free of charge by law is not reclassified as chargeable additional work.

13.5. To the extent AIAgentCycle temporarily retains an export, it remains securely available for retrieval for thirty calendar days after termination by default. It is then deleted, subject to a different agreed instruction or statutory obligation. Normal operational backup copies leave the retention cycle no later than thirty days after termination. A longer retrieval period required by law takes precedence; the data processing arrangements are aligned with it. No new production backups are made after termination without an additional agreement.

13.6. If the services fall within the switching rules for data processing services under the EU Data Act, the mandatory rules on switching, time limits, data availability and costs apply. The parties document the applicable procedure and data categories before commencement. The general commercial handover provisions do not limit these rights.

14. Liability and Relationship with Other Provisions

14.1. The liability provisions are set out in Article 15 of the B2B General Terms and Conditions applicable to the agreement. The absence of a firm availability or recovery-time guarantee does not remove the obligation to perform maintenance carefully and in accordance with the agreements.

14.2. These terms do not limit data subjects' rights under the GDPR, supervisory authorities' powers or other rights under mandatory law. The contractual allocation of work does not independently determine a party's legal role.

14.3. Questions, reports, export requests and cancellations may be sent to info@aiagentcycle.com. The agreed reporting channels, contact persons and versions are retained with the assignment.