

GLASS TECH / CUSTOMER PROJECT DOCUMENT

Project service terms

GHT • Revision 2026.09.08-1 • 8 September 2026 • Complete project fields before signature

Glass House Technologies LLC and the customer identified below agree to the completed statement of work (SOW), these completed terms and the expressly listed attachments. This is a project template; complete required fields and obtain appropriate review before signature.

Document order: signed change orders govern the specific items they change; the completed SOW and its equipment/acceptance schedules define the work; these terms govern the remaining project relationship. Identify and resolve any conflict before signature.

GHT will provide the agreed equipment, installation, configuration, testing and handover with reasonable professional care. The customer will provide authorized access, accurate site information, agreed power/network dependencies, timely decisions and an authorized acceptance contact. Neither party may expand scope through an informal instruction from an unauthorized person.

Payment: unless the completed SOW states a different approved schedule, 50% is due after agreement acceptance and 50% at completion under the agreed acceptance criteria. The SOW identifies tax, freight, recurring fees, invoice due dates and any other milestones. Signature and payment are separate events.

Changes: additional quantities, products, concealed conditions or changed access/schedules require an agreed written change order identifying price and timing before the affected additional work. GHT will notify the customer of conditions that materially affect the approved work.

Scheduling depends on approved scope, required permissions, customer readiness, payment milestones and equipment availability. Record the planned dates and dependencies in the SOW. An estimate of timing is not an unqualified guarantee of a completion date.

Cancellation/rescheduling: the completed SOW must state notice requirements and any agreed charges. Reconcile completed work and previously authorized nonreturnable commitments; document credits or refunds of unearned amounts under the agreed terms. No unspecified cancellation penalty is created by this template.

Customer legal name and billing address

Project / SOW number and revision

Authorized customer contact

Included attachments and precedence exceptions

Invoice due dates / approved payment exceptions

Cancellation / rescheduling terms

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Warranty, access and agreement

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Workmanship warranty: complete the duration, start event, covered remedy, response process and exclusions below. Manufacturer product warranties and software/support subscriptions remain subject to their actual terms; a mixed-brand cabling installation does not automatically carry a combined system warranty. No missing warranty field is replaced by an implied GHT policy in this template.

Acceptance: the parties review the evidence against the SOW tests, identify any deficiencies and agree correction/retest dates. Customer acceptance records the completed scope and any exceptions. It does not convert an untested system into a tested one or erase express unresolved obligations.

Data and access: customer-authorized access is limited to the agreed work. Use approved credential transfer and storage, protect confidential business information, and record ownership/return of configurations, documents and backups. Additional processing, retention, regulated-data or AI obligations belong in a completed schedule.

Third parties and ongoing service: ISP, payment/POS, licensing and manufacturer dependencies must be allocated in the SOW. Monitoring, help desk, backup operations and recurring support require a separately completed service schedule; they are not automatically included in the installation price.

Project-specific legal provisions, including governing law, dispute resolution, insurance, liability allocation and any required statutory notices, must be completed or attached after review appropriate to the jurisdiction and transaction. This template does not supply a blanket limitation of liability or certify enforceability in every state.

By signing the completed document and attached SOW, each signer confirms authority for the named organization and assent to the identified version. Retain the exact signed document and electronic-signature audit record. Blank required terms or unlisted attachments must be resolved before issuance.

Workmanship warranty duration / start / remedy / exclusions

Configuration and data ownership / retention / return

Reviewed jurisdiction-specific provisions or attachment reference

Customer authorized signer / title

Customer signature / date

GHT authorized signer / title

GHT signature / date
