

Blackbaud Europe Professional and Consulting Services Terms

Please reference your SOW for a detailed description of our standard terms and conditions, as well as any custom terms agreed upon by both parties.

Services Billing Terms

- A. Time and Material:
 - a. (T&M) services will be billed monthly based on the hours entered every month by the project team
 - b. Change Orders are requested and approved by You, and may impact scope, hours, and cost, thereby adjusting services terms accordingly
- B. Fixed Price Engagement (FPE):
 - a. Option 1: 50% upfront upon the Effective Date, and the remaining 50% ninety (90) days thereafter.
 - b. Option 2: 100% upfront upon Effective Date
 - c. Option 3: Custom Billing Terms – typically agreed for larger engagements whereby more milestones, invoices or specific payment dates are requested

Expiration of Services

Services shall expire and all services fees paid by You will be retained by Blackbaud if services are not started within one year of the Effective Date.

Exchange and Cancellations as it Relates to Services

If You cancel or exchange services for any reason, You agree to pay for:

- A. FPE - all services work already performed by Us, and any related non-recoverable travel expense.
- B. T&M - all work performed to date up to but not exceeding the T&M hours expended as of time of cancellation, any related non-recoverable travel expense, and any T&M hours needed to restore said systems/work.
- C. Capital expenditure, third party vendor or other non-services costs incurred by Us, and billable to You under terms of the Order Form or SOW.