

# Digital M

AMOUNT (SGD)	10,800.00
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Bill To	Package 5 DM Digital M Digital Marketing Package 5 - SEO + SMM (3 months) ,
Summary	DM Digital M Digital Marketing Package 5 - SEO + SMM (3 months) ,

Digital M Pte Ltd • Package 5

#	Item / Description	Qty	Unit Price	Amount (SGD)
4	<b>Digital Assets Creation</b>  3 blog articles with stock images per month - Minimum of 3 photos, up to 6 photos - Blog article: Update to 500 - 1000 words per unit	9.00	250.00	2,250.00
5	<b>Digital Marketing Campaign 2</b>  <b>SMM Scope of Work:</b> - Platform: Facebook & Instagram / LinkedIn / Xiao Hong Shu - Set Up/Optimize of Social Media Profile - 2 - 4 post per month - Editorial Calendar - Finalised Content Visuals - Finalised Caption Copywriting - Content Publishing  Target Engagement Rate: 10%-30% per month	3.00	500.00	1,500.00
6	<b>Digital Assets Creation</b>  - Graphic Design x 12 - Copywriting x 12 per unit	12.00	400.00	4,800.00
7	<b>Review and recommendation</b>  Review and recommendation: Monthly Performance Report with observation & recommendation  per month	3.00	0.00	0.00
8	<b>Final Report</b> per set up	1.00	0.00	0.00
9	<b>Development and integration of leads management processes with existing business processes (Not applicable)</b> per set up	1.00	0.00	0.00
10	<b>Training</b>  Handover Checklist Documentation per set up	1.00	0.00	0.00
Subtotal				10,800.00
TOTAL (SGD)				10,800.00
BALANCE DUE (SGD)				10,800.00

Notes

Terms of the Agreement

This Agreement is made as of the Acceptance Date between Digital M Pte Ltd ("Digital M") and the Client. It outlines the scope of services, payment obligations, and mutual responsibilities agreed upon by both parties.

1. General Agreement

Digital M agrees to provide the digital marketing services as described in the approved proposal. By signing this Agreement, the Client confirms their commitment to the scope, deliverables, and pricing specified. The Client also acknowledges and agrees to comply with Digital M's Terms of Service.

2. Payment Terms (Unless otherwise stated in the contract)  
All invoices are payable within 14 calendar days from the date of issue.  
Payments not received within this timeframe will be considered late, and a late administrative fee of 2% of the total outstanding amount may apply.  
Digital M reserves the right to suspend ongoing work or withhold deliverables in the event of delayed payment.

3. Charges and Amendments  
Any additional requests or revisions outside the original scope of work will be subject to additional charges.  
Verbal or email approvals from the Client will be deemed valid for progressing with additional work.  
Invoices may reflect any such agreed-upon extensions or modifications.

4. Service Level Agreement (SLA)  
Digital M aims to deliver all services at high-performance standards. The following support and SLA terms apply:  
  
Support Hours: 9:00 am to 6:00 pm, Monday to Friday (except weekends & public holidays)  
Response Time: Within 1 business day for all support-related queries.  
Resolution Time: Issues will be resolved within 3-5 business days, depending on complexity. Critical issues will be prioritised and addressed promptly.  
Any urgent requests outside support hours may be subject to additional charges.

5. Confidentiality  
Both parties agree to maintain strict confidentiality regarding all information shared throughout the course of the project. Neither party shall disclose confidential business, technical, or operational information to third parties without prior written consent, except as required by law.

6. Data Ownership  
All final deliverables produced and paid for under this agreement shall be the property of the Client. However, Digital M reserves the right to retain and use anonymized versions of the work for portfolio and marketing purposes unless otherwise agreed in writing.

7. Dispute Resolution  
The Parties agree to follow a structured, two-stage conflict management process for resolving any disputes arising out of or in connection with this Agreement.

Level 1 – Internal Resolution with the Digital Marketing Manager  
Level 2 – Management Escalation: If the matter remains unresolved, by the Digital Marketing Director.

If, after both levels of internal resolution, the Client's concerns remain unresolved, Digital M may offer to redo the campaign or provide a partial or full refund, as mutually agreed in writing.

8. Termination Clause  
Either party may terminate this agreement with 14 calendar days' written notice.  
In the event of termination, the Client will be invoiced for all work completed up to the termination date.  
If the project is terminated before payment of the initial non-refundable deposit, the deposit remains payable due to the commitment outlined in this signed agreement.  
Digital M also reserves the right to terminate the agreement immediately if there is a breach of terms, non-payment, or unethical behaviour by the Client.

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Reference	INV-15/05/2025-09		
Date	15 May 2025		
AMOUNT DUE (SGD)	10,800.00	ACCEPTED BY / Date	AUTHORIZED BY / Date