

Rovyren Package Service Agreement

Gladiator Enterprises LLC, doing business as Rovyren
77 Hurlbut St, Westwood, NJ 07675 • jim@rovyren.com

Version 2026-10-14 | Prepared contract draft for attorney review. Not attorney approved. Purchases must remain paused until review, acceptance controls and payment delivery are complete.

1 Parties order and term

This Package Service Agreement is between Gladiator Enterprises LLC, doing business as Rovyren, at 77 Hurlbut St, Westwood, NJ 07675, and the business identified in an accepted package Order. Contact jim@rovyren.com. It supplements the Terms of Service and Cancellation and Refund Policy of version 2026-10-14 for the particular package purchased. A separate assessment purchase is not required.

Each subscription is monthly from the purchase billing date until canceled. There is no required twelve-month commitment. The initial monthly charge and disclosed one-time onboarding are collected at successful purchase. Implementation and safeguard activation follow setup; they do not postpone the initial charge or renewal schedule. Only services actually provided may be treated as earned under the refund policy.

2 Package prices and first month offer

All amounts below are USD, before applicable tax and separately accepted add-ons. The \$399 discount applies automatically once to the eligible first monthly service charge and appears separately on the first invoice. Later invoices have no \$399 discount. No customer coupon selection is required. The offer is once per package for the same business and purchaser; upgrading, downgrading or restarting the same package does not reset it. It has no cash value and is not conditional on an assessment purchase.

Shield: \$500 monthly, first monthly service \$101, one-time onboarding \$750, initial total \$851 before tax; includes ten users; separately approved extra users \$35 monthly each.

Sentinel: \$1,000 monthly, first monthly service \$601, one-time onboarding \$1,500, initial total \$2,101 before tax; includes twelve users; separately approved extra users \$55 monthly each.

Fortress: \$2,500 monthly, first monthly service \$2,101, one-time onboarding \$3,500, initial total \$5,601 before tax; includes twenty users; separately approved extra users \$75 monthly each.

A user means a person with a covered company email or field-service-software login. The Order must also list covered devices, operating systems, accounts and locations so a user allowance is not misread as unlimited devices or locations. Extra-location service is \$150 monthly when separately approved. Shield after-hours support is \$150 monthly only when availability, contact method and scope are separately agreed. Hardware is cost plus fifteen percent only after an accepted quote. Specialist incident response is separately quoted. No add-on or supplier license is automatically ordered.

3 Shield scope

Shield includes implementation and management of the agreed two-step login controls for covered email, field-service software, QuickBooks and supplier portals; advanced email filtering; sender-domain protections intended to reduce impersonation; managed endpoint protection on covered office PCs and technician laptops; monthly security training and quarterly phishing tests; a company password manager; a payment call-back policy and desk card; and a monthly one-page security report. The service order identifies supported systems, access, licenses, scope limitations and activation tests.

4 Sentinel scope

Sentinel includes Shield plus agreed mailbox takeover detection configured for continuous automated monitoring and containment, payment-fraud controls including two-person approval procedures and vendor bank-change verification, daily managed backups with an offline copy and quarterly restore tests, covered phone/tablet management, automatic updates and a Windows 10 replacement plan, same-day offboarding when a complete authorized request arrives within the agreed service window, dark-web monitoring of covered business logins, a written first-hour incident plan, quarterly owner review and cyber-insurance questionnaire assistance, and a weekly cyber-awareness email.

Continuous automated detection is not a promise that a human security operations center staffs the account twenty-four hours a day. Automated containment may interrupt access and must be authorized in the service order with exclusions and escalation contacts. Backup coverage, storage/retention, offline-copy method, recovery objectives and test scope must be specified; no perfect recovery is guaranteed.

5 Fortress scope

Fortress includes Sentinel plus agreed managed firewall controls, secured remote access and separate guest Wi-Fi; quarterly vulnerability scans and prioritized fixes; an annual ransomware recovery drill and tabletop exercise while subscribed; vendor risk review of covered field-service, payroll, banking and supplier access; card-data and New Jersey breach-notification readiness assistance; additional safeguards for the owner/controller accounts; monthly owner review; and weekly cyber-awareness emails.

Readiness help is not PCI certification, legal advice, regulatory certification or a guarantee of insurance acceptance. No 24/7 security operations center, one-hour 24/7 incident response or bundled ten response hours is included. Specialist response requires a separate accepted scope and price. Drills and periodic tasks are scheduled with the customer and apply to the period actually subscribed; canceling before an annual task is due does not require delivery of a full future year of service.

6 Implementation activation and service expectations

Rovyren contacts the purchaser and offers kickoff options within two business days after payment and acceptance of the Order. A written initial plan, priorities and implementation schedule are due within ten business days after essential information/access is complete. Implementation is typically ten to twenty business days after prerequisites; exact milestones and completion dates must be accepted in the Order. Known delays are reported promptly with affected work and a proposed remedy.

The activation notice identifies operating safeguards, completed verification, pending work and the service period. Customer silence does not constitute acceptance of defective work. A reported issue is investigated and corrected or addressed through the refund policy. Billing at purchase does not imply that uninstalled controls are active or excuse a missed deliverable.

Shield's standard critical-request acknowledgment target is the next business day; Sentinel's is four business hours within the covered support window. Fortress response commitments must be expressly stated in the Order. Until a different covered window is agreed, business hours are Monday through Friday, 9 am to 5 pm Eastern, excluding US federal holidays. These are initial human acknowledgment targets, not guaranteed incident resolution times or emergency dispatch. Provider availability and any purchased after-hours escalation must be confirmed before those commitments are sold. During an active incident contact your insurer, bank and IT provider promptly rather than relying on the website.

7 Scope limits authorization and changes

The Order must list the business, locations, users, devices, systems, suppliers, access rights, exclusions, technical onboarding milestones, acceptance tests, recurring-service components and exact dates. It must identify who approves privileged access, phishing simulations, scanning, automatic containment and potentially disruptive work.

Unsupported systems or prerequisites are disclosed before payment. A feature may not be silently deleted after sale because a vendor is incompatible; obtain an agreed alternative/change or refund the affected undelivered work.

The customer supplies accurate inventory and legally authorized access through secure channels and remains responsible for payment approvals, staff policy enforcement and decisions outside Rovyren's contracted control. Material expansions require an accepted change order. A website feature list does not authorize intrusive testing of an outside party or give Rovyren unlimited administrative access. Scope does not include general help-desk service, unlimited remediation, hardware, ransom, lost funds, litigation costs or forensic response unless expressly added.

8 Recurring payment authorization and invoices

By separately affirming recurring-payment authorization at checkout, the customer authorizes the initial disclosed payment and monthly renewal charges at the disclosed regular rate until cancellation. Checkout must present the exact initial service amount, onboarding, tax, next billing date and recurring total before payment. A valid initial payment method is saved by the payment provider for authorized renewals. No trial or deferred billing is implied. A failed payment must not create a second subscription or consume a discount without a successful purchase.

Invoices identify Gladiator Enterprises LLC, doing business as Rovyren, the selected service period, monthly service, the first-month \$399 reduction when eligible, separate onboarding/add-ons and tax. The initial discount is not a reduction of the permanent recurring base price. The offer applies once through Wix Payments. Prices for a specific Order remain as accepted except a notified future change under the Terms; a supplier cost change is not automatic permission to charge more.

9 Cancellation refunds and offboarding

Cancel through the direct cancellation route supplied with the purchase or by email to jim@rovyren.com or booking@rovyren.com. No cancellation fee, future-month acceleration or mandatory retention call applies. Timely cancellation before processing prevents the next renewal; cancellation acknowledgment is not a prerequisite. Normally services continue through the paid period, with earlier cessation and any applicable refund addressed under the Cancellation and Refund Policy. Monthly service not actually supplied, undelivered onboarding, duplicate/unauthorized charges and material service failures remain subject to refund.

At termination, Rovyren provides reasonable cooperation to transfer the customer's own data, configuration documentation and administrative access under its control. We do not retain customer-owned credentials or disable unrelated systems as payment leverage. Identify vendor licenses, safe agent removal, backup export, retention/deletion and transition responsibilities before removal. One export of existing customer-specific configuration/records reasonably available to Rovyren is included; new engineering or extended migration requires a separate accepted quote. Third-party restrictions and legally required record retention are disclosed. Cancellation does not silently renew annual vendor commitments.

10 Confidentiality liability and disputes

The confidentiality, standard-of-care, ownership, lawful-records and New Jersey dispute provisions in the Terms apply. The proposed ordinary-liability cap is the greater of \$2,500 or twelve months of affected-order service fees; the proposed confidentiality/data-security cap is the greater of \$10,000 or twice those fees. The exclusions do not apply to fraud, gross negligence, willful misconduct, bodily injury/death, nonwaivable legal remedies, valid refunds or return of customer funds. No security-risk acknowledgment excuses a breach of the accepted service duties. These proposed risk-allocation amounts require review against actual insurance and applicable law before use.

11 Service order completion and signatures

The following service-order fields must be completed and accepted before a package is sold. A checkbox agreeing to a generic package page does not substitute for unresolved scope, covered systems, supplier commitments or implementation dates. The filled order and the accepted versions of all incorporated documents must be retained and sent to the customer. No fields are preselected or signed for a customer.

Customer legal business name: _____

Authorized representative name and title: _____

Purchase email and contact phone: _____

Selected package and covered location addresses: _____

Covered users devices systems and exclusions: _____

Monthly rate first-month discount onboarding add-ons and taxes: _____

Purchase billing date next renewal date and recurring total: _____

Onboarding milestones allocated prices access prerequisites and exact dates: _____

Activation tests backup scope service window and escalation contact: _____

Third-party licenses approved commitments and cancellation terms: _____

Customer acknowledgment: I have read the identified Terms of Service, Cancellation and Refund Policy and Package Service Agreement and this completed Order. I understand billing starts at purchase while safeguards activate after setup, and the \$399 discount applies only to the eligible first monthly service payment.

Separate recurring authorization: I authorize the disclosed initial charge and regular monthly renewals until canceled, using the described cancellation methods. I understand there is no required twelve-month commitment and no early-termination penalty.

Customer signature and date: _____

Rovyren authorized representative signature and date: _____

Order ID and accepted document versions: _____