

Frontwave Cloud - Terms of Service

“Frontwave Services” refers to any service rendered by Frontwave and/or any products being sold to you.

1. Amendments and Notifications

Frontwave reserves any right to amend the Terms from time to time. We will update any changes via SMS or a notification will be displayed on our software when you use our services. If you continue to use Frontwave Services, all updated terms will be applicable to you.

2. Pricing

Frontwave reserves the right to make adjustments to our pricing by providing 60 days’ notice. All prices will follow Frontwave’s official selling price unless expressly stated otherwise in writing as displayed on our official website. Any further discounts given by our certified distributors are in no way an endorsement of Frontwave and we reserve the right to NOT match discounts given by our certified distributors.

3. Cancellation of account

Frontwave reserves the right to cancel your account at any time if you have committed a breach in our terms and condition with regards to your use of Frontwave Services.

You may cancel your subscription at any time giving 60 days’ notice. During this 60 days, you may extract/replicate any information that you own. This 60 days will still be chargeable. After which, the account will be officially terminated and your deposit will be refunded if applicable.

Invoices carry a 7 day payment term and should payment not be received, Frontwave reserves the right to suspend said subscription. Any non-payment for more than 30 days will result in the termination of said account. Following termination, another 30 days will be given to reactivate the account. If no action is taken, Frontwave will remove said account from our records along with all data within. Frontwave reserves all rights to remove all data and content from our servers at our sole discretion once termination is confirmed and will not be held liable for any resulting loss or damage.

You may opt to retain accessibility and operational use of the data (e.g. Sales Summary, Receive Orders History, Invoice History, Stock Take Records, Inventory Records and Qty, etc.) for record keeping purposes or future reinstatement purposes (e.g. Shop closes 6 months for renovation) at **SGD 25/branch per month**.

4. Frontwave Services are provided “as is”

All services provided are on an “as is” basis and your use of them is at your sole risk. We will promptly address any technical issues that arises or resides in our software.

5. Limitation of Liability

We do not guarantee that all services will meet your specific requirements or that services will be at all times uninterrupted and error free. Frontwave may also engage 3rd party suppliers to provide hardware, networking, software, connectivity, storage and other technologies available in order to provide our services. The acts and negligence of these 3rd party suppliers may be outside of Frontwave’s control and therefore no admission of liability by Frontwave. Frontwave will not be liable for any damages or loss as a result of using our services. Damages and loss include but not limited to, the inability to use Frontwave Services due to any technical malfunctions, unauthorized access, loss of profit, business, goodwill or any other intangible losses.

While Frontwave maintains very strict security protocols with regards to the data hosted with us, we do not guarantee it will be free from malicious attacks. In the unlikely event of such occurrence, Frontwave will do the utmost to report to the local authorities and solve the issue immediately and do our best to ensure your data is not altered. Any further action required will be limited to the court of law and their findings.

6. Malicious and illegal use

You must not use Frontwave Services in any unlawful manner or fraudulent purpose. These include but not limited to the following:

- 1) Infringement of our intellectual property rights
- 2) Use Frontwave Services in a way that could damage, overburden, impair or compromise our system or interfere with our customers
- 3) Collect or harvest any information from Frontwave Services or our systems or attempt to decipher transmissions to and from our server
- 4) Access or register User logins via Bots or other automated methods

7. Reasonable Use Policy

You agree to use Frontwave Services in a reasonable way. If we have determined your use of our services is causing performance issues to other users we may impose limits on your account.

8. Intellectual Property

Frontwave owns all of the intellectual property rights existing in the services Frontwave provides. Frontwave owns all rights to use information and data collected through your use of Frontwave Services provided the information is aggregated or anonymised before using it. Uses for data may include but not limited to data reports or user behaviour analysis to further improve our system. All analytical results are the intellectual property of Frontwave and can be used without any obligation to you.

In accordance to the PDPA of Singapore, Frontwave will not use any information you have entered into our servers to contact your customers without prior agreement.

Frontwave claims no intellectual property rights in relation to the information or content you input into the Frontwave Services.

You may provide us with feedback or suggestions, and we will be free to use, modify and incorporate such suggestions without any obligation to you.

9. Data Protection Policy

At Frontwave, we are deeply committed to safeguarding your personal data. We process responsibly various types of personal information, including sensitive data, strictly for specified and legitimate purposes. We employ robust technical and organizational security measures—such as encryption, access controls, network security, and regular vulnerability management to protect your data against unauthorized access, loss, or disclosure. You retain rights concerning your data, including the right to access, rectify, and erase your information, and we have clear procedures for data breach management and secure data retention. All employees are trained and committed to upholding these standards.

10. Software and Data Maintenance, Hosting and Remote Support

All Software and Data Maintenance, Hosting and Support are included in the monthly subscription. Remote Support can be in the form of Phone, Text, Email or Remote Desktop App.

11. Training and Support

Training: An initial Software User Training is compulsory that is separately chargeable.

On-Site Support: Any on-site support or hardware support is also separately chargeable.

Remote Support: Remote support is included in the monthly subscription. However, should the support being given is deemed as a lack of basic understanding of the Software, a Training Session separately chargeable must be completed before further support will be given.

12. Service and Support Level

Server Uptime Guarantee: 99%

Frontwave strives to maintain a 99% network and server uptime service level. This uptime is a percentage calculated at a monthly basis.

Exceptions:

- Circumstances beyond reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, embargo, "Acts of God" (ie...fire, flood, etc...)
- Telco Failure
- Scheduled maintenance for hardware/software upgrades

Remote Support Respond Time

Timing	Issue Type	Respond Time (from) - Minimum	Respond Time (to) - Maximum	Examples of Issue Type
Business Hours: 930am to 630pm, Mondays to Fridays (excluding Singapore Public Holidays)	All	Immediate	2 Hours	-
Outside Business Hours	Type 1	Immediate	2 hours	System unable to use
	Type 2	2 Hours	6 Hours	Minor issues with the system e.g. slow
	Type 3	4 Hours	Next Working Day	Questions on functions

13. Currency Exchange

All accounts not dealing in SGD will be subjected to periodic review. Adjustments will be will be automatically and accordingly made based on the official currency exchange rate at the point of review.

14. Switching of Provider

In countries where Frontwave services are being distributed by multiple service providers, any switching of service providers will incur an admin charge of **SGD 300 per branch**.

15. Others

Most of the information you require can be exported out yourself however if you require our expertise to assist in the exporting, a service fee will be charged in accordance with our prevailing man-day rates.