

RESELLER PARTNER AGREEMENT

Template Version: 1.0 | Last Updated: August 2026

1. PARTNER DETAILS

Partner Name	[INSERT]
Company Registration	[INSERT]
Contact Person	[INSERT]
Email	[INSERT]
Service Categories	[Cloud SaaS / Self-Hosted / Both]
Agreement Start Date	[INSERT]
Agreement End Date	[INSERT: Typically 12 months]

2. PROGRAM OVERVIEW

Program Type: Reseller Partner **Program Code:** RES

Unicis Tech OÜ (“Unicis”) engages [Partner Name] (“Partner”) as a Reseller Partner under the Unicis Partner Programme. As a Reseller Partner, you resell Unicis licences directly to your customers under your own brand or as part of your managed service offering.

3. PRICING & MARGINS

3.1 Reseller Pricing

- **Base Margin:** Up to 30% discount from MSRP
- **Volume Discounts:** Available for >10 concurrent users (negotiate per engagement)
- **Price List:** Provided quarterly, 30 days notice before changes
- **Minimum Order:** No minimum order requirement

3.2 End Customer Pricing

Partner may set end-customer pricing independently. Recommended minimum: MSRP or negotiated discount + 10% margin.

3.3 Invoice & Payment

- Invoices issued monthly to Partner
- Payment terms: Net 30 (or as agreed in contract addendum)
- Payment method: [Wire transfer / Bank transfer / ACH]
- Late payment: 1.5% monthly interest after 30 days

4. SERVICE DELIVERY MODEL

4.1 Cloud SaaS Resale

Partner sells Unicis Cloud subscriptions to end customers. Unicis manages:

- Platform hosting & infrastructure
- User management & access control
- System maintenance & uptime (99.5% SLA)
- Security patches & updates

Partner manages:

- Customer onboarding & training
- First-line support
- Billing & invoicing (via Unicis or Partner-managed)

4.2 Self-Hosted Resale

Partner deploys Unicis on customer's infrastructure (on-premises or customer private cloud).

- Unicis provides deployment licence & support
- Partner responsible for infrastructure, maintenance, backup
- Customer controls all data and hosting

5. PARTNER RESPONSIBILITIES

- Provision & manage customer access
- Provide first-level technical support (target: 24-48h response)
- Deliver product training to customer teams
- Maintain professional relationship with customers
- Comply with security & data protection standards
- Report monthly active users to Unicis
- Not resell without written authorization

6. UNICIS RESPONSIBILITIES

- Provide reseller pricing & margin structure
- Grant access to Partner Portal (customer management, billing)
- Provide white-label assets (logos, documentation)
- Deliver tier-1 technical support (escalations from Partner)
- Provide product training certification program
- Assign dedicated partner manager
- Prioritize technical support for Partner customers

7. WHITE-LABEL OPTION

7.1 Availability

White-label option available for qualified Reseller Partners with minimum commitment of [INSERT: 5-10 users] or [INSERT: €X annual MRR].

7.2 Custom Branding

White-label deployment includes:

- Custom domain (your.company.com)
- Custom logo & color theme
- Custom privacy policy & terms (legal review required)
- Custom email domain (noreply@your.company.com)

7.3 White-Label Terms

- Setup fee: [INSERT: One-time cost]
- Rebranding changes: €500 per request
- Custom integrations: Available at hourly services rate

8. SUPPORT TIERS

Level	Response Time	Hours	Availability
Standard	48 business hours	09:00-18:00 CET	Weekdays
Priority	24 business hours	09:00-18:00 CET	Weekdays
Enterprise	4 business hours	24/7	24/7

[INSERT: Map which tier Partner receives]

9. COMPLIANCE & DATA PROTECTION

Partner agrees to:

- Comply with GDPR, CCPA, and applicable data protection laws
- Execute Unicis Data Processing Agreement (DPA)
- Not disclose customer data to third parties without consent
- Implement appropriate security measures (minimum: encryption, 2FA)
- Report any security incidents within 24 hours
- Maintain SOC 2 or ISO 27001 certification (recommended)

10. INTELLECTUAL PROPERTY & BRANDING

- Unicis retains all IP rights to platform, code, documentation
- Partner may use Unicis name/logo only as authorized
- Partner may not modify or reverse-engineer Unicis software
- Partner may not redistribute without written permission

11. TERMINATION

11.1 Termination Rights

Either party may terminate with 60 days written notice for any reason.

11.2 Transition Period

Upon termination, Partner may continue supporting existing customers for 90 days to ensure transition.

11.3 Customer Handover

Customer data will be made available in standard export format (CSV/JSON) within 30 days of termination.

12. PARTNER DIRECTOR LISTING

Qualified Partner will be listed in Unicis public partner directory with:

- Company name & logo
- Service region
- Specializations (e.g., “NIS2 Implementation”)
- Contact information

13. FINANCIAL TERMS

Pricing Model	Discount-based (up to 30% margin)
Invoice Frequency	Monthly
Payment Terms	Net 30
Tax	Included in quoted price (€ EUR)
Currency	EUR (or as negotiated)

14. SIGNATURE & ACCEPTANCE

Partner Name	
Authorized Signatory	
Date	
Unicis Representative	
Date	

15. NOTES & SPECIAL TERMS

[INSERT ANY CUSTOM TERMS, TERRITORY RESTRICTIONS, VOLUME COMMITMENTS, OR SPECIAL ARRANGEMENTS]

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