



DRAFT

Service Agreement

§ 1 Introduction

This Service Agreement ("Agreement") is entered into by and between Golden Abyss Records ("Service Provider"), a subdivision of Golden Abyss, a sole proprietorship based in Trondheim, Norway (Organisation Number: 931705121), and [Client Name] ("Client").

This Agreement becomes effective on: [Insert Date] ("Effective Date").

§ 2 Scope of Services

Golden Abyss Records agrees to provide only the services that are digitally checked below and not marked with strike-through. Any service with strike-through formatting is excluded from this agreement, even if it appears checked.

- ☐ Editing beyond what's included in the mix
- ☐ Mixing
- ☐ Mixing – Instrumental Version Included
- ☐ Mastering
- ☐ Mastering – Instrumental Version Included
- ☐ Premium Release (Release Support)
- ☐ Music Producer | Hourly
- ☐ Teacher – music production, mixing, Pro Tools | Hourly
- ☐ Other: _____

Project Name (for internal tracking; may be a temporary or placeholder title):

Number of songs: _____

Notes:

§ 3 Deliverables

Final mixed and mastered audio files will be delivered in WAV format via a designated OneDrive folder provided by Golden Abyss Records; MP3 versions are available upon request.

§ 4 Timeline

Standard delivery is 4–6 business days per track. Delivery timeline begins once all final files and deposit have been received and confirmed by Golden Abyss Records. Rush services may be available upon request and are subject to approval and availability.

Golden Abyss Records shall not be held liable for delays caused by circumstances beyond reasonable control, including but not limited to force majeure events.

§ 5 Payment Terms

A 50% non-refundable deposit of the final quote is required to begin work. The remaining 50%, along with any approved additional charges, is due upon final approval, before delivery. Payment is to be made by bank transfer as specified in the invoice details. Due to the unique nature of each project, pricing and quotes may vary. Estimated price will be made available to the Client prior to commencement of work. Final price will be made available to the Client after the project and its files and scope have been reviewed.

Final quote: _____

The final quote listed above reflects the scope of services as agreed upon at the time of review. Should the Client request additional services (e.g., extra revision rounds, release support, or additional songs) after this agreement is signed, the final quote may be subject to adjustment. Any such changes will be communicated in writing and require mutual agreement before proceeding.

§ 6 Revisions

Up to two (2) revisions are included per mix. Up to one (1) revision is included per master. Additional revisions are charged at up to 300NOK each. Revision turnaround is 1–2 business days after Golden Abyss Records confirms the request of a revision.

§ 7 File Requirements

The Client must submit WAV/AIFF files (24-bit preferred), consolidated from the same starting point, without master bus processing. Dry tracks are preferred; only essential effects should be printed. Golden Abyss Records shall not be liable for the quality or delay of the final product if such quality or delay is affected by the condition of files provided by the Client. In such cases, Golden Abyss Records will notify the Client of any inherent file or recording issues before work is completed. Golden Abyss Records will make reasonable efforts to achieve the best possible sound quality, but results may vary based on the source material and technical constraints. Files shall be delivered through a designated OneDrive folder provided by Golden Abyss Records, unless Golden Abyss Records, at its sole discretion, approves an alternative delivery platform.

§ 8 Communication

All communications shall be conducted in English or Norwegian via email. Alternative platforms may be used if approved by Golden Abyss Records. Golden Abyss Records aims to respond to client messages within 1–2 business days.

§ 9 Exceptional Circumstances

Projects with 40+ tracks, complex cleanup, short deadlines (<4 days), or other exceptional circumstances may require a custom quote. Prices are subject to change based on project scope.

§ 10 Copyright & Ownership

The Client retains 100% of master and publishing rights. Golden Abyss Records claims no royalties or ownership. The Client agrees to credit Golden Abyss Records for services provided where applicable.

§ 11 Cancellation & Refund Policy

The deposit is non-refundable. However, in exceptional cases and at the sole discretion of Golden Abyss Records, a partial or full refund may be granted. For first-time or trusted clients, the deposit requirement may be waived. Cancellation after work begins may incur additional fees. No refunds are issued after final delivery.

§ 12 Confidentiality

Golden Abyss Records agrees to keep project details confidential unless otherwise agreed in writing, or if such details are already revealed via the Client's official public communication channels. Golden Abyss Records may use portions of the Client's project for promotional and/or educational purposes (e.g., social media content), unless the Client explicitly requests otherwise in writing.

§ 13 Rejection, Liability & Dispute Resolution

Golden Abyss Records reserves the right to decline any project at its discretion, provided such refusal is not based on unlawful or discriminatory grounds. Golden Abyss Records' total liability arising from this Agreement shall be limited to the total amount paid by the Client to Golden Abyss Records for the specific project or song giving rise to the claim, and shall not extend to any other past, present, or future projects or agreements between the parties. Golden Abyss Records shall not be liable for any indirect, incidental, or consequential damages. Any disputes shall be resolved under Norwegian law.

§ 14 Archival and File Retention

Golden Abyss Records stores all project files both locally and on encrypted cloud storage with periodic backups. Files may be retained indefinitely. However, Golden Abyss Records reserves the right to delete stored files at any time, or if requested by the Client, provided that the Client is given reasonable prior notice and the opportunity to receive and download all relevant materials.

§ 15 Data Protection and GDPR Compliance

Golden Abyss Records stores personal information (e.g., contact details, project notes) in a password-protected management system for the sole purpose of client communication and project tracking. Data may be retained indefinitely if relevant to ongoing or future projects. Upon written request, and in the absence of active projects or outstanding obligations, Golden Abyss Records will delete the Client's personal information.

§ 16 Artist Page Access (Premium Release)

For Clients utilising the Premium Release service, Golden Abyss Records will invite the Client to access and manage their artist page on the distributing platform. Golden Abyss Records will remain the administrative owner of the page unless the Client requests a transfer of ownership. Upon such request, administrative rights may be reassigned to the Client, while Golden Abyss Records may retain access for support purposes. The Client may also request full removal of Golden Abyss Records from the artist page, which will be honoured.

§ 17 Sharing of Unreleased Content

Golden Abyss Records reserves the right to share unreleased content with a limited number of personally trusted third-party audio engineers for the purposes of quality assurance, feedback, and community engagement. These individuals may listen to, but not download, the content. This practice is intended to enhance the final product and foster creative collaboration.

§ 18 Indemnification

The Client agrees to indemnify and hold harmless Golden Abyss Records from any claims, damages, or liabilities arising from the content provided by the Client.

§ 19 Acceptance

By signing on the next page, both parties agree to the terms outlined in this Agreement. The Client may sign digitally by entering their name and date in the editable fields on the next page, as well as add a signature using an image or PDF annotation. The Client may also, if preferred, print this document, sign it by hand, scan it, and return it. Golden Abyss Records will sign with an image of its signature and an entered date. By signing digitally, both parties confirm that such a signature has the same legal validity as a handwritten signature.

DRAFT

Client Name: _____

Date: _____

Signature: _____

Service Provider Name: Golden Abyss Records

Signed on behalf of Golden Abyss Records by:

Marlon Norby Høgli

Owner of Golden Abyss and Golden Abyss Records

Signature: _____

Date: _____

