# Physical AI Pilot Agreement and Optional SLA

Proposed B2B documents for future projects. No legal review or insurance approval is claimed.

Vivek Chand Kuduva Devadoss, trading as ClawMetry, a Dutch sole proprietorship. KVK 42197152. Almere, Netherlands. Contact: vivek@clawmetry.com.

Version 2026-11-07 | https://clawmetry.com/physical-ai/terms

## A. Parties and incorporation

Provider: Vivek Chand Kuduva Devadoss, trading as ClawMetry, Dutch sole proprietorship, KVK 42197152. Contact: vivek@clawmetry.com.

Provider business address: [complete]. Customer legal name, registration, address and authorised signatory: [complete]. Project name and reference: [complete].

Robot owner, operator and organiser, if different from the customer: [complete]. Obtain their written permissions and any necessary separate agreements.

Proposed start date, end date and locations, including remote access locations: [complete]. No date authorises work before the pre-start conditions are satisfied.

Attach Physical AI B2B Terms version 2026-11-07. Date and method delivered to customer: [complete]. Customer's express acceptance: [complete].

Record all agreed departures and their precedence: [complete]. This unsigned template is not a project agreement or evidence of historical terms.

## B. Scope and commercial basis

Describe software development, integration, testing and operation of third-party robots: [complete]. Deliverables and excluded activities: [complete].

Access: [telemetry only / software commands / action blocking / hands-on handling]. State each permitted command, API, account, model and software version: [complete].

Remote control territory and network path: [complete]. Mechanical work, physical modification, custody and transport: [none, or expressly describe].

Pilot is [paid / unpaid]. Fees, VAT, expenses and payment dates: [complete, or explicitly state no fee]. Dates and dependencies: [complete].

Deliverable licences, permitted reuse and ownership of project-specific software: [complete]. Background and third-party licences: [complete].

## C. Equipment and permissions

For EACH unit record: make/model [ ]. serial number [ ]. owner/contact [ ]. quantity [ ]. location [ ]. replacement value [ ] EUR [including/excluding VAT].

Record accessories and attached payload values: [complete]. State maximum simultaneous equipment value and maximum value at risk per incident: [complete].

Attach owner's permission, loan agreement, condition report, photographs and manufacturer operating limits: [references].

State who holds custody, handles transport, bears agreed loss risks and pays each deductible: [complete]. Record owner-insurer recovery or waiver arrangements: [complete].

Do not use illustrative catalogue prices as confirmed values. Do not grant access to equipment not listed and approved in this schedule.

## D. Safety, test plan and pre-start approval

Named competent local operator, stop authority and contact: [complete]. Provider contact and remote stop-work contact: [complete].

Attach risk assessment, operating boundaries, manufacturer instructions and test plan: [references]. Confirm local safety controller and independent physical emergency stop checks: [record].

Record simulation or observation results, then approve limited live testing separately: [criteria, date and approving persons]. State prohibited actions and loads: [complete].

Record guarded area, bystander controls, lost-link behavior, supervision, shutdown, rollback and restart approval: [complete].

Insurance approval and owner permission references: [complete]. Both parties must record readiness approval before live commands or hands-on operation: [names, dates, signatures].

This approval does not certify machinery or replace manufacturer validation, statutory duties or the owner's safety responsibilities.

## E. Liability and insurance schedule

General direct financial loss cap: EUR [complete non-zero amount if a cap is agreed]. Basis: [per claim / related events / total project / annual].

Physical damage to robots and other property cap: EUR [complete if agreed]. Bodily injury cap: EUR [complete only where lawful]. Aggregation and exceptions: [complete].

Retain the mandatory-law, deliberate-misconduct and wilful-recklessness exceptions in the attached terms. No fee-only zero cap applies to an unpaid pilot.

Other exclusions, indemnities, warranties or departures: [none, or attach exact agreed wording]. Do not assume contractual liability extensions are insured.

Provider liability insurer, policyholder, policy number, dates, covered work/territory, limits, deductible and relevant endorsements: [complete and attach evidence].

Owner equipment insurer, insured owner/users, agreed values, dates, deductible and cover for accidental breakage during testing: [complete and attach evidence].

Written confirmation for borrowed robots, custody, property being worked on, command errors, testing, remote operation and transport as applicable: [references].

Any required USA/Canada jurisdiction or territory extension: [not applicable, or attach]. Organiser's written insurance requirements: [attach or record outstanding].

Record residual uninsured risks and the parties' decision: [complete]. Do not start live work until the agreed requirements are satisfied.

## F. Acceptance, change records and incidents

Acceptance criteria, test evidence, reviewer and sign-off date: [complete]. Record known defects, deferred items and any limits on further use: [complete].

Change register location and approvers: [complete]. Record version, reason, risk, approval, test result and rollback for each material change.

Incident and complaint contacts, notification channel and emergency procedure: [complete]. Record logs, containment, investigation and authorised restart.

Software withdrawal/correction owner and hardware manufacturer recall contact: [complete]. Post-pilot return, access revocation and data deletion steps: [complete].

## G. Data and confidentiality schedule

Telemetry and personal data collected, purpose, access roles, storage location and approved recipients: [complete]. Retention and deletion dates: [complete].

Controller/processor roles, required DPA and any international-transfer safeguards: [complete before collection]. Security controls and incident contacts: [complete].

Publication or demonstration permission: [none, or attach precise written permission]. No general right to publish customer data follows from this template.

## H. Optional support SLA

Status: INACTIVE unless completed and signed by both parties. If no SLA is agreed, mark this section NOT AGREED. No standard uptime guarantee applies.

Covered service/version and environment: [complete]. Named responder and backup, staffed hours, time zone and contact channels: [complete].

Severity definitions and response targets: [complete]. Resolution targets, if any: [complete separately]. State whether each target is binding or a planning goal.

Availability target, measurement source, denominator, reporting period and permitted exclusions: [not agreed, or complete]. Maintenance notice and windows: [complete].

Remedies, credit calculation and maximum credits: [not agreed, or complete]. Define treatment of an unpaid pilot and preserve mandatory rights.

Dependencies, monitoring gaps and escalation: [complete]. This SLA provides no safety control, emergency response or guarantee that a robot stops.

SLA acceptance: provider [name, signature, date]. customer [name, signature, date]. Without these signatures this section remains inactive.

## I. Project signatures

Cancellation notice and payment consequences: [complete]. Dispute forum departures, if any: [complete]. Confirm all schedules and referenced attachments are complete.

Both parties confirm they received the dated terms and agree the completed scope and schedules. No approval or signature has been supplied in this template.

Provider authorised signatory: [name, signature, date]. Customer authorised signatory: [name, role, signature, date].

Owner/operator/organiser permissions, where needed: [separate written references]. Version of template: 2026-11-07.