

Early Onboarding Terms & Queue Policy

IMPORTANT: Business template for Kylo Solutions / Stoned Projects. Not legal advice. Have a licensed attorney in your jurisdiction review and customize before relying on it with customers.

1. Queue

Early onboarding seats are ordered. Two (2) companies were preregistered; new public requests begin at queue place #3 and continue sequentially unless Provider reorders for operational reasons with notice.

2. Estimated Turn / ETA

ETAs shown in the access portal are estimates based on launch targeting (August 30, 2026) and slot pacing. They are not contractual delivery dates. Binding scheduling occurs after contracts and payment per the Master Services & Payment Agreement.

3. Required Package Before Work Starts

Customer must complete: (1) NDA & IP Acknowledgment, (2) Master Services & Payment Agreement, (3) intake vault uploads (roster, sample BANK/TRANSACTIONS, sheet-share confirmation). Work does not begin until Provider confirms package completeness.

4. 30-45 Day Onboarding Window

Once prerequisites are met, Provider targets a 30-45 day onboarding window for configuration, validation, and handoff. This protects both parties by setting expectations for legal/ops ramp time. Customer cooperation is required throughout.

5. Communications

Status updates and doc packages are sent to the email used at signup. Customer may check place/ETA via the status link using their reference code.

6. Privacy

We store name, email, company, role, plan interest, messages, queue metadata, and uploaded intake files to operate onboarding. We contact you about Kylo access and onboarding only.

7. Acceptance

Submitting an early onboarding request constitutes acknowledgment of this queue policy and willingness to execute the NDA and payment agreement before service begins.