

DIY-ERP

The Business Central You Want.

In Under 20 Weeks, In Full
and On Budget.

Guaranteed.

Terms & Conditions — Implementation Guarantee

diy-erp.com

DIY-
ERP

What Our Guarantee Covers



On Time

Your program will be delivered within the agreed window confirmed at sign-off, measured as active delivery weeks.

If we fail to deliver within the agreed program duration for reasons within our control, we will complete the outstanding sessions at no additional cost to you.



In Full

All functionality documented within your signed project agreement will be delivered.

Scope changes requested after sign-off may be subject to a formal change request process.



On Budget

The price agreed at contract will be the price you pay for the agreed implementation. We do not apply hidden charges or retrospective costs.

Any change requests outside of agreed scope will be quoted and approved by you before work commences.

Implementation Timeframes

All implementations delivered within the following program timelines, measured from confirmed project kick-off date.

Program	Delivery Window
Finance	8–10 weeks
NFP Finance	8–10 weeks
Wholesale Distribution	12–14 weeks
Complex NFP (Finance + Inventory or Finance + Projects)	12–14 weeks
Project Services	12–14 weeks
Field Services (Repairs)	14–16 weeks
Field Services (Advanced) incl. Warehousing	16–18 weeks
Manufacturing	16–18 weeks
Complex Project Delivery / Installation	16–18 weeks

How Our Program Works

A Structured, Mentor-Led Program

Our implementations guide, configure, and work alongside your team throughout — but your team are active participants in the delivery, not passive recipients.

Your people will need to be available, prepared, and committed to doing the work alongside us.

This approach is intentional: it builds internal capability, accelerates adoption, and ensures the solution truly fits your business. It also means the pace and success of delivery is a shared responsibility.



Builds Internal Capability

Your team learns by doing — not just watching.



Accelerates Adoption

Hands-on participation leads to faster go-live confidence.



Shared Responsibility

Success depends on both parties — we commit to our part, you commit to yours.

Optional Add-On Modules

Should you choose to include one of the following advanced add-on modules, an additional 4–8 weeks will be added to your agreed program timeline. Your revised delivery window will be confirmed in writing at engagement.

Complex Manufacturing with Warranty Management

Full manufacturing workflow including warranty management for complex product repair and service scenarios.

+ 4–8 weeks

Complex Manufacturing, Site Installation via Projects, with Warranty Management

End-to-end manufacturing with project-based site installation and comprehensive warranty management.

+ 4–8 weeks

Where an add-on applies, your revised delivery window will be confirmed in writing and reflected in your project agreement.

Client-Requested Extensions & Scheduled Breaks

We Understand Business Life Doesn't Pause

Clients may request scheduled breaks or extensions during their program — for example, to accommodate peak trading periods, staff leave, or internal readiness. Where agreed in advance and documented in the project plan, these are a normal and supported part of how we work.

Client-requested breaks and extensions sit outside the delivery guarantee. Our guarantee applies to the active program duration — the number of weeks we are engaged and delivering. Time paused at the client's request does not count against our guaranteed delivery window.

Example

Active Delivery Client Break (4wk) Active Delivery

Calendar end date moves by 4 weeks

Our delivery commitment remains intact and unchanged.

If you request a 4-week break mid-program, your overall calendar end date moves by 4 weeks — but our active delivery commitment is unchanged.

Important Conditions

01

Agreed Modules

The guarantee applies to the modules signed off in the Agreement. Requests to expand scope during delivery will be managed through a formal change control process and may affect timeline and cost.

02

Client Team Availability

This is a mentored program — your team must be available, resourced, and ready to participate throughout delivery. This includes attending sessions as scheduled, completing assigned tasks between sessions, migrating data and making decisions within agreed timeframes, and ensuring key decision-makers are accessible. Where client-side delays impact program progress, the affected time will not count against our guaranteed delivery window.

03

Kick-Off Date

Active program timelines commence from the confirmed project kick-off date, following receipt of a signed agreement, payment and environment setup.

04

Client-Requested Breaks

Scheduled breaks or pauses requested by the client and agreed in writing are excluded from the active delivery timeline. The guarantee clock applies only to weeks in which active delivery is taking place.

Important Conditions

05

Add-On Modules

Where optional add-ons are selected, the extended timeframe will apply and will be reflected in your project agreement.

06

Third-Party Dependencies

Where delivery relies on third-party systems, integrations, or licencing outside of our direct control (e.g. Microsoft licensing delays, third-party API availability), timelines may be adjusted. We will notify you promptly of any such dependency and work with you proactively to mitigate impact.

07

Program Eligibility

This guarantee applies to DIY-ERP implementations of Microsoft Dynamics 365 Business Central delivered under the project Agreement. It does not apply to time-and-materials engagements, support retainers, or bespoke development projects unless explicitly stated in writing.

This guarantee is provided by 365 Business Pty Ltd to DIY-ERP. All implementations are subject to a signed project agreement.

The Business Central You Want.

In Under 20 Weeks.

On Time

In Full

On Budget

Guaranteed.

Structured Program

Mentor-led delivery that builds your team's capability from the inside out.

Fixed Price

No hidden charges, no retrospective costs. The price agreed is the price you pay.

Agreed Modules

Everything agreed at sign-off is delivered — no surprises, no scope creep.