

Supplier Logistics Service Level Agreement

Date: [Insert Date]

Supplier Name: [Insert Supplier Name]

Address: [Insert Supplier Address]

Contact Person: [Insert Contact Name]

Email: [Insert Contact Email]

Phone: [Insert Contact Phone]

Agreement Overview

This Service Level Agreement (SLA) outlines the logistics performance standards agreed upon by [Insert Company Name] and [Insert Supplier Name], effective from [Insert Start Date] to [Insert End Date].

Service Levels

1. Delivery Timeliness

Deliveries must be made within [Insert X] days of receipt of an order.

2. Order Accuracy

The supplier agrees to maintain an order accuracy rate of at least [Insert Percentage] %.

3. Communication

All updates regarding delivery status must be communicated within [Insert X] hours.

Penalties for Non-Compliance

In the event of failure to meet the specified service levels, [Insert Company Name] reserves the right to impose penalties, which may include [Insert Penalties].

Signatures

By signing this agreement, both parties acknowledge and agree to the terms outlined above.

Authorized Representative: _____

Date: _____

For [Insert Company Name]

Authorized Representative: _____

Date: _____