

Service Level Agreement (SLA)

Date: [Insert Date]

Parties:

Provider: [Provider Name]

Client: [Client Name]

1. Objectives

This Service Level Agreement outlines the delivery service levels agreed upon by both parties and sets expectations for service delivery.

2. Scope of Services

The following delivery services will be provided:

- Standard Delivery
- Express Delivery
- Same-Day Delivery

3. Service Level Performance

The provider agrees to meet the following performance targets:

- Standard Delivery within 3-5 business days
- Express Delivery within 1-2 business days
- Same-Day Delivery within 24 hours

4. Responsibilities

Provider:

- Ensure timely pickups and deliveries
- Provide tracking information

Client:

- Provide accurate delivery information
- Notify the provider of any changes in delivery location

5. Reporting and Review

Both parties agree to review service performance quarterly and discuss any issues that may arise.

6. Termination

This agreement may be terminated by either party with a written notice of 30 days.

7. Signatures

Provider Signature: _____

Client Signature: _____

By signing above, both parties agree to the terms outlined in this Service Level Agreement.