

Subcontractor Service Level Agreement for Logistics and Transportation

Date: [Insert Date]

To: [Subcontractor Name]

Address: [Subcontractor Address]

Dear [Subcontractor Contact Name],

This Service Level Agreement (SLA) outlines the terms and conditions regarding the logistics and transportation services to be provided by [Subcontractor Name] (the "Subcontractor") for [Your Company Name] (the "Company"). This agreement will ensure that both parties understand the expectations and responsibilities associated with the services rendered.

1. Scope of Services

The Subcontractor agrees to provide the following services:

- Transportation of goods from [Origin] to [Destination]
- Loading and unloading of goods
- Track and trace logistics support

2. Performance Metrics

The Subcontractor shall adhere to the following performance metrics:

- On-time delivery rate: 95%
- Goods damaged in transit: < 0.5%
- Customer satisfaction score: 4.5/5

3. Communication and Reporting

The Subcontractor will provide regular updates and reports on logistics status, including:

- Weekly performance metrics
- Incident reports
- Monthly review meetings

4. Payment Terms

Payments will be made as follows:

- Invoicing will occur bi-weekly.
- Payment terms are set to 30 days after invoice receipt.

5. Term and Termination

This agreement shall commence on [Start Date] and continue until [End Date], unless terminated by either party with [Number] days' notice.

We look forward to a successful partnership and appreciate your commitment to providing high-quality logistics and transportation services.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]