

Service Level Agreement (SLA)

Agreement Date: [Insert Date]

Between:

[Company Name], hereinafter referred to as "Service Provider"

and

[Client Name], hereinafter referred to as "Client"

1. Purpose

This Service Level Agreement outlines the logistics and transportation services to be provided by the Service Provider to the Client.

2. Scope of Services

The Services provided under this SLA include:

- Freight transportation
- Warehouse management
- Inventory control
- Delivery tracking

3. Service Levels

The Service Provider agrees to meet the following service levels:

- On-time delivery rate: 95%
- Response time for customer inquiries: Within 24 hours
- Damage rate: Less than 1%

4. Responsibilities

Service Provider Responsibilities:

- Ensure timely and safe transportation of goods
- Provide regular updates on shipment status

Client Responsibilities:

- Provide accurate and complete shipment information
- Notify the Service Provider of any changes in requirements

5. Review and Amendments

This SLA will be reviewed quarterly and can be amended upon mutual agreement by both parties.

6. Signatures

For the Service Provider:

Name: _____

Title: _____

Date: _____

For the Client:

Name: _____

Title: _____

Date: _____