

# Service Level Agreement

Date: [Insert Date]

To: [Client Name]

From: [Your Company Name]

## 1. Scope of Services

[Description of transportation services to be provided]

## 2. Service Levels

- Delivery Time: [Insert delivery timeframes]
- Transport Capacity: [Insert vehicle capacities]
- Communication: [Insert communication protocols]

## 3. Performance Metrics

- On-time Delivery Rate: [Insert percentage]
- Damage Rate: [Insert percentage]
- Customer Satisfaction Score: [Insert scoring method]

## 4. Responsibilities

[Outline responsibilities of both parties]

## 5. Review Process

[Description of how SLA will be reviewed and adjusted]

## 6. Signatures

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[Client Representative Name]

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[Your Company Representative Name]