

Supplier Service Level Agreement for Marketing Services

Date: [Insert Date]

From: [Supplier Name]

To: [Client Name]

1. Purpose

This Service Level Agreement (SLA) outlines the expectations and responsibilities of [Supplier Name] in providing marketing services to [Client Name].

2. Scope of Services

- Marketing Strategy Development
- Social Media Management
- Content Creation and Management
- SEO Services
- Analytics and Reporting

3. Performance Metrics

The following performance metrics will be tracked:

- Response Time to Client Inquiries: [Specify Timeframe]
- Campaign Delivery Date Adherence: [Specify Percentage]
- Monthly Reporting Accuracy: [Specify Percentage]

4. Responsibilities

[Supplier Name] agrees to:

- Provide services as specified in the scope.
- Communicate regularly with [Client Name].
- Adhere to the agreed timelines.

5. Review Process

Periodic reviews will be conducted every [Specify Timeframe] to assess performance against this SLA.

6. Acceptance

By signing below, both parties acknowledge and agree to the terms outlined in this SLA.

Supplier Signature: _____

Client Signature: _____