

Partnership Service Level Agreement (SLA) for Logistics Support

Date: [Insert Date]

Between:

[Company Name]

[Company Address]

[City, State, Zip Code]

And:

[Partner Company Name]

[Partner Company Address]

[City, State, Zip Code]

1. Purpose

This Service Level Agreement (SLA) establishes a partnership between [Company Name] and [Partner Company Name] to outline the logistics support services provided.

2. Scope of Services

- Transportation Management
- Inventory Management
- Order Fulfillment
- Warehousing and Distribution

3. Service Levels

The following service levels will be adhered to:

- Delivery Time: [X] days from order confirmation.
- Order Accuracy: [X]% of all orders shipped accurately.
- Response Time: Customer inquiries will be responded to within [X] hours.

4. Roles and Responsibilities

Each party agrees to the responsibilities outlined as follows:

[Company Name] will be responsible for:

- Providing timely inventory updates.
- Ensuring product availability.

[Partner Company Name] will be responsible for:

- Managing transportation logistics.
- Providing tracking information.

5. Review and Modification

This SLA will be reviewed bi-annually and can be modified with mutual agreement by both parties.

6. Signatures

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

[Name]

[Title]

[Company Name]

[Name]

[Title]

[Partner Company Name]

Date Signed: [Insert Date]