

# Service Level Agreement

**Between:**

**Contractor:** [Contractor Name]

**Address:** [Contractor Address]

**Client:** [Client Name]

**Address:** [Client Address]

## 1. Purpose

This Service Level Agreement (SLA) outlines the transportation services provided by the Contractor for the Client.

## 2. Scope of Services

The Contractor shall provide the following transportation services:

- Pick-up and drop-off services
- Logistics and supply chain management
- Real-time tracking of shipments

## 3. Performance Standards

The Contractor agrees to meet the following performance standards:

- On-time delivery rate of at least 95%
- Response time for inquiries within 24 hours
- Regular updates on shipment status

## 4. Reporting and Review

The Contractor will provide monthly performance reports to the Client outlining:

- Delivery metrics
- Client feedback
- Incident reports and resolutions

## 5. Duration of Agreement

This agreement will commence on [Start Date] and will continue until [End Date], unless terminated by either party with a written notice of [Notice Period].

## 6. Signatures

**Signed:**

\_\_\_\_\_

[Contractor Name] [Client Name]

Date: \_\_\_\_\_ Date: \_\_\_\_\_