

Service Level Agreement (SLA)

Between Carybin Limited and The Tailor

Effective Date: [Upon Sign Up]

Parties:

1. **E-Commerce Platform Host:** [Carybin Limited]
2. **Tailors:** [Business Name as provided by vendor]

1. Purpose

This SLA defines the terms and conditions under which tailors will provide custom tailoring services to customers through the e-commerce platform. It outlines performance standards, responsibilities, and remedies for service failures.

2. Scope

This SLA covers the following services:

- Custom tailoring services for customers.
- Timely completion and delivery of tailored products.
- Quality assurance for tailored products.
- Communication with customers and the platform.

3. Service Levels and Performance Metrics

3.1 Order Acknowledgment

- Tailors must acknowledge orders within **2 hours** of receipt.

3.2 Order Completion Time

- Tailored products must be completed and ready for pickup/delivery within the agreed timeframe:
 - **Standard Orders:** 7-10 business days.
 - **Express Orders:** 3-5 business days (if applicable).

3.3 Quality Standards

- Tailored products must meet the quality standards agreed upon with the customer and the Platform host.
- A maximum of **2% defect rate** is allowed (e.g., incorrect measurements, stitching issues).

3.4 Communication

- Tailors must respond to customer inquiries or requests for updates within **12 hours**.
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4. Responsibilities

4.1 E-Commerce Platform Host

- Provide accurate customer orders and specifications to the tailor.
- Handle customer complaints and disputes related to platform issues.

4.2 Tailors

- Deliver high-quality tailoring services within the agreed timelines.
 - Communicate any delays or issues to customers and the platform promptly.
 - Ensure accurate measurements and specifications are followed.
 - Package tailored products securely for pickup/delivery.
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5. Dispute Resolution

- Disputes related to tailoring (e.g., quality, delays) will be resolved through the platform's dispute resolution mechanism (Refer to term and conditions), and the Tailor hereby agrees, to have read, and therefore accepts the dispute resolution mechanism of the platform, and any decision given by the platform hosts.
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6. Penalties and Remedies

6.1 Late Order Completion

- For orders completed after the agreed timeframe, the tailor will issue a **10% discount** on the order value to the customer.

6.2 Defective Products

- Defective products will be repaired or replaced by the tailor at no additional cost to the customer.
- If the defect cannot be resolved, the tailor will issue a **full refund** for the order.

6.3 Failure to Communicate

- Failure to respond to customer inquiries within the agreed timeframe will result in a **5% penalty** on the order value.
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7. Termination

- This platform host reserves the right to terminate this SLA may be terminated at any time with or without notice to the Tailor provided that the Tailor is not being owed by the platform.

- Termination due to breach of terms will be immediate.

8. Amendments

- Any changes to this SLA must be communicated to the Tailor and asked to give consent failure of which the Tailor's account maybe suspended.

9. Governing Law

- This SLA is governed by the laws of the Federal Republic of Nigeria.

10. Signatures

By ticking the box below, the Vendor agrees to these terms and conditions outlined in this SLA.