

Service Level Agreement (SLA)

Between Carybin Limited and Fabric Vendors

Effective Date: [Upon Sign Up]

Parties:

1. **E-Commerce Platform Host:** [Carybin Limited]
2. **Fabric Vendors:** [Insert Fabric Vendor Name/Business Name]

1. Purpose

This SLA defines the terms and conditions under which fabric vendors will supply fabrics to customers and tailors through the Carybin (Oastyles platform). It outlines performance standards, responsibilities, and remedies for service failures.

2. Scope

This SLA covers the following services:

- Supply of fabrics as per customer orders.
- Timely fulfilment and delivery of fabric orders.
- Quality assurance for supplied fabrics.
- Communication with customers and the platform.

3. Service Levels and Performance Metrics

3.1 Order Acknowledgment

- Fabric vendors must acknowledge orders within **2 hours** of receipt.

3.2 Order Fulfilment Time

- Fabric orders must be fulfilled and ready for pickup/delivery within the agreed timeframe:
 - **Standard Orders:** 2 hours.
 - **Express Orders:** Immediately

3.3 Quality Standards

- Supplied fabrics must meet the quality standards as uploaded on the platform.
- Minimum defects are allowed (e.g., damage, incorrect fabric type, or colour).

3.4 Communication

- Fabric vendors must respond to customer inquiries or requests for updates within **12 hours** through the customer service.

4. Responsibilities

4.1 E-Commerce Platform Host

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

4.2 Fabric Vendors

- Supply high-quality fabrics as per customer orders and as uploaded on the platform.
- Ensure timely fulfilment and delivery of fabric orders.
- Communicate any delays or issues to customers service through the platform, WhatsApp, or contact form promptly.
- Package fabrics securely for pickup/delivery with allocated official Carybin branding materials.

5. Dispute Resolution

- Disputes related to fabric supply (e.g., quality, delays) will be resolved through the platforms dispute resolution mechanism and the fabric vendor hereby agrees to have read and therefore accepts the dispute resolution mechanism of the platform and any decision given by the platform hosts.

6. Penalties and Remedies

6.1 Late Order Fulfilment

- For orders fulfilled after the agreed time frame, the fabric vendor will issue a **10% discount** on the order value.

6.2 Defective Fabrics

- Defective fabrics will be replaced by the fabric vendor at no additional cost to the customer.
- If the defect cannot be resolved, the fabric vendor will issue a **full refund** for the order.
- Where the defective fabric is discovered by the tailor or customer end, the cost of logistics is applied to the vendor's account.

6.3 Failure to Communicate

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

7. Termination

- This platform host reserves the right to terminate this SLA may be terminated at any time with or without notice to the Fabric vendor provided that the Vendor is not being owed by the platform.
 - Termination due to breach of terms will be immediate.
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8. Amendments

- Any changes to this SLA must be communicated to the Fabric Vendor and asked to give consent failure of which the Vendor's account maybe suspended.
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9. Governing Law

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

- The Fabric Vendor agrees to the platform's form policy of withdrawals on bi-weekly basis but subjects to the terms and conditions of the platform as maybe prescribed from time to time
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11. Signatures

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