

**CORE TRANSACTION 3 LOGISTICS**

123 Shipping Lane, Metro Manila, Philippines

SERVICE LEVEL AGREEMENT (SLA) CONTRACT

This Agreement is made and entered into this **January 13, 2026**, by and between:

CORE TRANSACTION 3 LOGISTICS, a logistics service provider with principal office at Metro Manila (hereinafter referred to as the "PROVIDER");

- AND -

LAZADA, with registered account email royzxcasd@gmail.com (hereinafter referred to as the "CLIENT").

1. EFFECTIVITY AND DURATION

This Contract shall be effective from **January 09, 2026** to **January 19, 2026**. This agreement covers a period of approximately 0 months unless terminated earlier by either party.

2. SERVICE LEVEL STANDARDS (SLA)

The PROVIDER agrees to deliver goods within the following committed lead times. Failure to meet these timelines will result in the penalties described in Section 3.

Origin	Destination	Committed Lead Time (Max Days)
Luzon	Luzon	4 Days
Luzon	Visayas	5 Days
Luzon	Mindanao	10 Days
Visayas	Mindanao	5 Days

3. BREACH OF SLA & PENALTIES

In the event that the PROVIDER fails to deliver within the agreed Max Days (SLA Breach), the following terms shall apply:

- **Minor Delay (1-2 Days Late):** The PROVIDER shall issue a refund of **10%** of the shipping fee for the affected tracking number.
- **Major Delay (3+ Days Late):** The PROVIDER shall issue a refund of **50%** of the shipping fee.
- **Lost/Damaged Items:** Full refund plus insurance coverage value as declared.

All incidents must be reported via the **Incident Report Module** within the System Dashboard.

4. CONFIDENTIALITY & TERMINATION

Both parties agree to keep all transaction data confidential. This contract may be terminated by either party with a 30-day written notice.

Core Logistics Rep.
Service Provider

lazada
Client Representative

