



Service Level Agreement (SLA)

Parties

This SLA is entered into between **Azima Properties Limited** ("Client") and **Glamor LLC** ("Service Provider"), reachable at glamorllc.netlify.app / glamorcorporation@gmail.com / +254 797 697 537.

Scope of Services

Glamor LLC agrees to provide and maintain a website / online platform for Azima Properties Limited, enabling the listing and display of its land properties.

Service Availability

Platform uptime: 99% monthly availability (excluding scheduled maintenance).
Scheduled maintenance will be communicated at least 24 hours in advance.

Support & Response Times

Email support: glamorcorporation@gmail.com
Response time: within 24 business hours of receiving a support request.
Critical issues (e.g., platform outage): addressed within 12 business hours.

Service Fees

Initial Cost: Ksh 20,000 (one-time), payable one day before the platform goes live.
Recurring Annual Cost: Ksh 5,000 (domain & hosting renewal).
Additional services or major feature requests will be billed separately upon agreement.

Responsibilities

Glamor LLC will ensure secure hosting, updates, and bug fixes.
Azima Properties Limited will provide accurate property data, images, and related content for listing.

Exclusions

This SLA does not cover: - Issues caused by third-party hosting providers or internet outages.
Unauthorized modifications or misuse of the platform by the Client.

Review & Termination

This SLA will be reviewed annually and may be updated by mutual agreement. Either party may terminate the agreement with 30 days written notice.

Kevin, Glamor LLC

Azima Properties Limited