

Retail Supply Service Level Agreement (SLA) Sample

1. Parties

This Service Level Agreement ("SLA") is entered into between:

Supplier: [Supplier Company Name]

Retailer: [Retailer Company Name]

Effective Date: [Date]

2. Purpose

The purpose of this SLA is to define the service levels, responsibilities, and terms between the Supplier and the Retailer regarding the supply of retail goods as outlined in this agreement.

3. Scope of Services

- Product supply and delivery to Retailer locations
- Inventory management and replenishment
- Order processing and fulfilment
- Return and replacement procedures

4. Service Performance Metrics

Service Metric	Target Level	Measurement Frequency
On-Time Delivery	≥ 98%	Monthly
Order Accuracy	≥ 99%	Monthly
Stock Availability	≥ 97%	Weekly
Return Handling Time	≤ 5 business days	Monthly

5. Roles & Responsibilities

- Supplier** is responsible for timely delivery, product quality, and issue resolution.
- Retailer** is responsible for order submission, receiving inventory, and promptly communicating any issues.

6. Issue Reporting and Escalation

- All issues must be reported via email to [supplier contact email].
- Initial response within 24 business hours.
- Escalations to be directed to [supplier manager name] after 48 hours without resolution.

7. Review and Reporting

- Monthly SLA review meetings.
- Service performance reports provided by the Supplier.

8. Term & Termination

- This SLA is effective as of the date above and will remain in force until terminated by either party with 30 daysâ€™ written notice.
- Material breach may result in immediate termination.

9. Signatures

Supplier Representative	Date
_____	_____
Retailer Representative	Date
_____	_____