

Road Freight Forwarding Service Level Agreement (SLA)

1. Parties

Service Provider: _____

Customer: _____

Date: ____ / ____ / _____

2. Purpose

This Service Level Agreement (SLA) specifies the requirements for road freight forwarding services provided by the Service Provider to the Customer.

3. Scope of Services

- Point-to-point road freight transportation
- Cargo collection and delivery
- Tracking and status updates
- Document handling and support

4. Service Levels & KPIs

Service Metric	Target	Measurement Method
On-Time Delivery	98%	Delivery timestamp vs. ETA
Damage-Free Delivery	99.5%	Damage claims vs. total shipments
Customer Support Response Time	< 2 Hours	Support ticket monitoring
Cargo Tracking Availability	24/7	System uptime monitoring

5. Service Availability

Road freight operations will be available as per agreed schedules and during standard business days unless mutually agreed otherwise.

6. Responsibilities

Service Provider

- Provide vehicles/expertise to transport cargo
- Ensure compliance with safety standards
- Offer timely updates and communication

Customer

- Provide accurate shipment information
- Ensure proper packaging
- Be available for cargo collection and delivery

7. Escalation & Issue Resolution

Any performance issues must be reported in writing. The Service Provider aims to resolve issues within 48 hours of notification.

8. Review & Amendments

This SLA will be reviewed annually or as required, with amendments subject to both parties' agreement in writing.

9. Signatures

Service Provider	Customer
Name: _____ Signature: _____ Date: ____ / ____ / ____	Name: _____ Signature: _____ Date: ____ / ____ / ____