

## SERVICE LEVEL AGREEMENT

Dated this 1<sup>st</sup> **XXX, 200X**

Effective until 30<sup>th</sup> **XXXX, 20XX**

Parties: **VAVAVOOM Pty Ltd** and **Your Company (Your Company)**

### Background

The parties wish to enter into an agreement to consolidate the supply of **Merchandise, Print and/or Signage**.

The parties have agreed to formalise their discussions in this Service Level Agreement.

### The Parties Agree as Follows:

#### **VAVAVOOM will:**

1. Fix pricing as per Stock List on BrandManager.biz for the period of this agreement. New products can be added and their respective prices fixed for the remaining period of the contract
2. Provide adequate, secure storage for the products included in the Stock list at no charge to Your Company
3. Deliver on-line orders, in-full, to destinations as required. Delivery times as outlined below:
  - a. VIC, NSW, QLD – Within 48 hours
  - b. SA – Within 72 hours
  - c. WA, NT – Within 96 hours
4. Provide 98% uptime for BrandManager.biz
5. Support BrandManager.biz on-line tools to maximise value to **Your Company**
6. Meet monthly with **Your Company** and provide reports to monitor performance
7. Insure stock held to full replacement value
8. Conduct quarterly stock-checks and account for stock discrepancies

#### **Your Company will:**

1. Order **Merchandise, Print and/or Signage** exclusively from **VAVAVOOM** for the period of this agreement
2. Brief **VAVAVOOM** fully on discretionary Marketing campaigns and events that require merchandise
3. Pay invoices in full within 30 days of receipt
4. Meet monthly to review performance

### Confidentiality

Each party acknowledges and agrees that all information which is disclosed to, prepared or made available constitutes commercially sensitive and valuable information and will be held by the receiving party in strictest confidence.

### Termination

Either party may terminate this agreement by providing 60 days notice in writing to the other party.

**Legally Binding**

This Memorandum of Understanding is intended to be legally binding and is governed by the laws of New South Wales, and Victoria, Australia.

**Execution**

***Your Company***

Signed (Print and Sign):

Date:

Witness (Print and Sign):

***VAVAVOOM***

Signed (Print and Sign):

Date:

Witness (Print and Sign):