

Date: 18-6-2024

Service Level Agreement (SLA) for Website Development Services

This Service Level Agreement (SLA) is entered into by **Webpro Developers Private Limited**, herein referred to as "Service Provider," and its clients, herein referred to as "Client," to define the level of services provided for website development and related services.

This SLA is valid as of the date of signing and continues until the termination of the agreement between both parties.

1. Introduction

This SLA outlines the expectations, responsibilities, and service standards provided by the Service Provider to the Client.

2. Scope of Services

The Service Provider will deliver website development services, including but not limited to:

- Website design and development.
- Custom website functionality as per client requirements.
- Integration of third-party tools and plugins.
- SEO-ready website structure (basic).
- Testing and bug fixes.
- Deployment on a live server.

3. Service Levels

The Service Provider is committed to ensuring the quality of service as per the following benchmarks:

- **Design and Development Timeline:** Based on mutual agreement in the project proposal.
- **Response Time for Queries:** Within 24 business hours.
- **Issue Resolution Time:**
 - Critical Issues (e.g., website down): Within 4-8 business hours.
 - Non-critical Issues (e.g., minor bug fixes): Within 2-3 business days.

4. Client Responsibilities

The Client agrees to:

- Provide timely feedback, approvals, and required information.
- Ensure payments are made as per the agreed milestones.
- Offer all necessary content and licenses for third-party tools and plugins.

5. Payment Terms

- Payment milestones will be specified in the project proposal or invoice.
- Payments are processed through Razorpay or other agreed payment gateways.
- Delayed payments may result in project delays or suspension of services.

6. Data Security and Confidentiality

- The Service Provider ensures that all client data, content, and proprietary information will remain confidential.
- Secure channels and encrypted methods are used for data transfers.

7. Warranty and Support

- The Service Provider offers a 30-day warranty post-launch to address any bugs or issues related to the delivered project.
- Extended support can be availed through separate maintenance agreements.

8. Limitations of Liability

The Service Provider is not liable for:

- Delays caused by the Client, third-party service providers, or force majeure events.
- Issues arising from unauthorized modifications by the Client or third parties.

9. Termination Clause

Either party can terminate the agreement with a 30-day written notice. In such cases:

- Completed work will be delivered to the Client.
- Pending payments for completed milestones must be settled.

10. Dispute Resolution

Any disputes arising from this agreement will be resolved through negotiation. If unresolved, it will be subject to the jurisdiction of Pune, Maharashtra, India.

11. Contact Information

Webpro Developers Private Limited

Email: info@webprodevelopers.com

Phone: +91-9860984601

Address: Pune, Maharashtra, India