


**UNIFORM EXPRESS  
SERVICE LEVEL AGREEMENT**

<b>Policy Title – Service Level Agreement</b>
<b>Date – 24. 04. 2019</b>
<b>Issue Number 1.1</b>
<b>Amended by – Karen Dodd – Financial Controller</b>
<b>Reason for Amendment – Additional Information</b>
<b>Authorised by – Anthony Beavis – Joint MD</b>
<b>Signature - </b>

**1. Introduction**

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Uniform Express and *Customer* for supply of uniform & PPE subject to the terms, conditions, specifications and prices as agreed from between *Customer* and Uniform Express

This Agreement outlines the parameters of all uniform services covered as they are mutually understood by the primary stakeholders.

**2. Terms**

The term of the agreement shall commence on (Date), and shall continue for a minimum of (Term) months and thereafter continue until such time as either party advises the other in writing, giving three months notice of termination

**3. Specification**

Uniform Express shall furnish products in full accordance with the sealed samples and specifications.

**4. Procurement of Products**

New Customer shall place purchase orders on an "as required" basis with each purchase order issued being part of the total agreement.

**5. Delivery**

Uniform Express shall be responsible for the proper delivery and insurance of all product to *Customer* locations with Uniform Express paying the carrier and the *Customer* re-imbursing Uniform Express at their costs subject to any carriage free conditions as agreed in the contract.

## 6. Invoicing & Payment Terms

Uniform Express shall invoice the *Customer* quoting the official purchase order against each consignment. Payment shall be 30 days from receipt of invoice.

## 7. Process of Supply

- Uniform Express shall ship product within ( ) working days of receipt of order to *Customer* specified locations.
- Uniform Express shall credit *Customer* for returns of product that were shipped in error or are defective.
- Uniform Express shall not initiate action regarding *Customer* logo without written approval from *Customer* purchasing department. Uniform Express acknowledges and agrees that the *Customer* logo will be sold and applied to garments for the exclusive use of *Customer*.
- Uniform Express will receive orders by electronic transmission or by any other method as agreed.
- Uniform Express and *Customer* will meet on a regular basis to review garments, fabric, trims, accessories, styles and specifications of product offered in the current uniform programme. Uniform Express shall assist *Customer* in the design of any new product as requested by *Customer*.
- *Customer* understands there may be events beyond the control of Uniform Express which could have significant impact on (Uniform Express's) ability to meet delivery requirements. Uniform Express to advise *Customer* immediately should such an event occur and agree appropriate course of action with New Customer. New Customer reserves the right to suspend or cancel the contract should such an occurrence be of an unreasonable duration.
- Uniform Express shall provide to *Customer* management information reports as agreed from time-to-time.
- If style, fabric or specifications changes result in garment obsolescence, Uniform Express will continue to ship such garments on daily orders until directed by *Customer*
- Uniform Express will maintain a reasonable forecasted inventory of a minimum 3 months' stock of *Customer* finished products at all times.
- In the event of termination from either party, the *customer* agrees to purchase all finished product on hand subject to the 3 months' rule above.
- All initial prices agreed on (Date) and shall remain for a 1-year period. All prices will be reviewed on the anniversary date thereafter. Uniform Express will not increase prices by more than the rate of inflation. Special circumstances effecting pricing shall be negotiated as and when they occur.

## 8. Modification

This agreement may be modified only by written instrument executed by both parties hereto.

**9. Assignment**

Neither party shall assign this Agreement or any interest with out the prior written consent of the party, which will not be unreasonably withheld.

**10. Notices**

All notices, correspondence or reports provided for herein shall be in writing and addressed to the party to be served at their registered offices.

**10. Law & Jurisdiction**

This agreement shall be governed in all respects by English Law and the parties hereto submit to the exclusive jurisdiction of the English Courts.

**Customer:**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Uniform Express**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_