

3PL Service Level Agreement (SLA) Template

1. Parties

3PL Provider:

Client:

2. Term of Agreement

3. Scope of Services

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4. Service Levels & KPIs

Service	Target	Measurement

5. Reporting and Review

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6. Responsibilities

3PL Provider Responsibilities

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Client Responsibilities

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7. Issue Resolution

8. Fees and Payment Terms

9. Confidentiality

10. Termination

11. Signatures

3PL Provider	Client
Name: Title: Date: Signature:	Name: Title: Date: Signature: