



## OpuWeb Agency Service Level Agreement (SLA)

### Client Information:

- Client Name:
- Contact Person:
- Email:
- Phone Number:

### Services and Prices:

- Logo Design: R550
- Web Design: R2000
- Company Profile: R1500
- Letterhead Design: R250
- Business Card Design: R250
- Email Signature: R250
- Web Hosting: R1200 per annum



33 Bally clare Drive, Ballywoods Office Park,  
Bryanston



083-3676-248



info@opuweb.co.za



www.opuweb.co.za



## OpuWeb Agency Service Level Agreement (SLA)

### Service Level Agreement Terms:

#### Scope of Services:

- OpuWeb Agency agrees to provide the services outlined above as per the client's requirements specified in the initial consultation and questionnaire.

#### Delivery Timeframes:

- Logo Design: 1 business day
- Web Design: 10 business days
- Company Profile: 5 business days
- Letterhead Design: 2 business days
- Business Card Design: 2 business days
- Email Signature: 2 business days
- Web Hosting Setup: 2 business days

#### Revisions:

- Each service includes up to 2 rounds of revisions. Additional revisions will be charged at R250 per revision.



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## OpuWeb Agency Service Level Agreement (SLA)

### Payment Terms:

- A 50% deposit is required upfront for all services. The remaining balance is due upon completion and client approval.
- Web hosting fees are billed annually in advance.

### Confidentiality:

- OpuWeb Agency agrees to maintain the confidentiality of all client information and materials provided for the purpose of the services.

### Termination:

- Either party may terminate this agreement with 7 days written notice. In the event of termination, the client will be billed for work completed up to the termination date.

### Liability:

- OpuWeb Agency's liability is limited to the amount paid by the client for the service in question. OpuWeb Agency is not liable for any indirect, incidental, or consequential damages.

### Acceptance:

- By signing below, the client agrees to the terms and conditions outlined in this Service Level Agreement.



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**Client** 

**Date:**

**Company Representative** 

*Ne Ngobo*