

SERVICE LEVEL AGREEMENT (SLA)

Between

Reliable Service Providers (RSP)

("The Company")

and

The Registered Service Provider

("The Service Provider")

Collectively referred to as **"the Parties."**

1. PURPOSE OF THE AGREEMENT

This Agreement establishes the terms under which Reliable Service Providers will promote and market the services of the Service Provider and connect the Service Provider with potential clients.

Reliable Service Providers operates as a **marketing and client acquisition platform** connecting customers with independent service professionals including, but not limited to:

- Plumbers
- Electricians
- Mechanics
- Technicians
- General service providers

The Service Provider agrees to participate in the Reliable Service Providers network under the terms outlined in this Agreement.

2. TERM OF AGREEMENT

This Agreement shall remain valid for a period of **two (2) years** from the date of signing.

The Agreement may be **renewed upon mutual agreement** of both Parties.

3. NATURE OF RELATIONSHIP

The Service Provider operates as an **independent contractor**.

Nothing in this Agreement shall create:

- an employment relationship
- a partnership
- a joint venture
- or an agency relationship

between the Service Provider and Reliable Service Providers.

4. SERVICES PROVIDED BY RELIABLE SERVICE PROVIDERS

Reliable Service Providers agrees to:

- Promote the Service Provider's business through marketing and advertising
- Generate client leads and service requests
- Connect the Service Provider with potential customers
- Provide exposure and visibility through marketing channels and digital platforms

Reliable Service Providers **does not guarantee job volume or income.**

5. MARKETING FEE STRUCTURE

The Service Provider agrees to pay Reliable Service Providers a **marketing referral fee** for jobs obtained through the platform.

Marketing Fee structure:

- **R100 – R499 job value** → R50 marketing fee
- **R500 – R1,000 job value** → R100 marketing fee
- **R1 000 – R4 999 job value** → R150 marketing fee
- **R5 000 – R10 000 job value** → R510 marketing fee
- **R10 000 – R99 999 job value** → R950 marketing fee

Additional tiers may apply for larger jobs above the value of R100 000.

The marketing fee becomes **payable once the referred client has paid a deposit / part payment to the Service Provider for the service requested.**

Reliable Service Providers may request **reasonable proof of job value**, including:

- invoices
- receipts
- payment confirmations
- job quotations

Failure to disclose accurate job values may result in suspension or termination.

6. NON-CIRCUMVENTION

The Service Provider agrees **not to bypass Reliable Service Providers** by accepting clients introduced through the platform without paying the applicable referral fee.

This applies whether the job occurs:

- immediately after the introduction
- at a later date
- or through follow-up work related to the original client

Circumventing the platform constitutes a **material breach of this Agreement** and may result in immediate termination.

7. PAYMENT TERMS AND LATE PAYMENTS

All referral fees must be paid **within 48 hours after the Service Provider receives payment from the client.**

Failure to settle referral fees may result in:

- suspension from the platform
 - removal from marketing campaigns
 - permanent termination
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8. USE OF IMAGES, MEDIA, AND BUSINESS INFORMATION

The Service Provider grants Reliable Service Providers **irrevocable, worldwide, royalty-free permission** to use, reproduce, publish, display, and distribute:

- photographs
- videos
- logos
- testimonials
- service descriptions
- business information

provided by the Service Provider.

These materials may be used for:

- marketing campaigns
- social media promotions
- digital advertisements
- website listings
- promotional content

This permission is granted **in perpetuity**, including after termination of this Agreement.

9. SERVICE PROVIDER RESPONSIBILITIES

The Service Provider agrees to:

- Deliver services professionally and ethically
- Communicate respectfully with clients
- Provide honest and accurate information about services and pricing
- Maintain professional conduct at all times

Reliable Service Providers reserves the right to remove any Service Provider who damages the reputation of the platform.

10. CLIENT RESPONSE REQUIREMENTS

Once a client lead is assigned to the Service Provider, the Service Provider must **contact the client within twenty (20) minutes.**

Failure to respond within this time may result in the client being **reassigned to another service provider.**

Repeated failure to respond promptly may result in removal from the network.

11. SERVICE QUALITY AND REPAIR OBLIGATIONS

The Service Provider is responsible for delivering services to a professional standard.

If a client reports a problem related to a completed job **within 24–48 hours**, the Service Provider must:

- communicate with the client
- arrange a solution
- or return to inspect or repair the work

Example:

If a plumber installs a toilet and the client reports within 24 hours that the toilet is leaking during flushing, the Service Provider must make reasonable efforts to inspect or repair the issue.

Failure to respond to legitimate service complaints may result in termination.

12. PROFESSIONAL CONDUCT

The following behavior is strictly prohibited:

- Attending a client job **while under the influence of alcohol or drugs**
- Failing to communicate with assigned clients
- Ignoring client calls or messages

- Behaving in a manner that damages the reputation of Reliable Service Providers

Any verified report of such conduct may result in **immediate termination**.

13. TERMINATION

Either Party may terminate this Agreement **at any time** by providing written notice.

Grounds for termination by Reliable Service Providers include, but are not limited to:

- failure to pay referral fees
- ignoring assigned clients
- repeated failure to respond within the required response time
- poor service delivery
- refusing to resolve legitimate client complaints
- dishonesty regarding job values
- unprofessional conduct
- attending jobs under the influence of alcohol or drugs
- actions that damage the reputation of the platform

Reliable Service Providers may issue **one warning where appropriate**, but reserves the right to terminate immediately for serious violations.

14. DISPUTE RESOLUTION

Any disputes arising from this Agreement shall first be addressed through **good faith negotiations**.

If unresolved, the matter may be referred to the **relevant Ombudsman or dispute resolution authority within the Republic of South Africa**.

15. GOVERNING LAW

This Agreement shall be governed by the **laws of the Republic of South Africa**.

16. PROTECTION OF PERSONAL INFORMATION (POPIA)

Both Parties agree to comply with the **Protection of Personal Information Act (POPIA)**.

Reliable Service Providers may collect and process information necessary for:

- client referrals
- marketing activities
- operational communication

Such information will be handled responsibly and only for legitimate business purposes.

17. CONFIDENTIALITY

Both Parties agree to maintain the confidentiality of business information obtained during the course of this Agreement unless disclosure is required by law.

18. ENTIRE AGREEMENT

This document constitutes the **entire agreement** between the Parties.

Any amendments must be **made in writing by both Parties**.

19. ACCEPTANCE AND SIGNATURE

By sending us your business logo, contact numbers, service information, ID/Passport copy / CK document (registration of the business/company) to our Whatsapp business number 081 280 8259 / info@reliableserviceproviders.co.za you admit and agree to all statements, terms, requests, instructions communicated in this agreement.