

SERVICE LEVEL AGREEMENT

(“SLA”)

CLIENT PROJECT

Project Number: NWBJW/TS/059

1. Parties to this SLA

It is hereby agreed between (herein referred to as “**Seda**”) and

the Client: Dewdrop Health & Beauty Spa (herein referred to as “the Client”) and

the Service Provider: **Seponono** (herein referred to as “the Service Provider”)

to award a contract to the Service Provider for the following project as listed in the Scope of Work.

1. Project Details

1.0. Project Definition

Seda requires the Service Provider: Facilitation to access to finance through TTA

1.1. Objectives

The project will be managed with the following objectives in mind:

2.2.1

-Assist client to fill up TTA forms.

-Assist the client with all requirements for compliance.

1.1. Scope of Work

2.3.1 Project and Payment Schedule

The total project cost is R22 560.00 (including VAT).

Seda will make a contribution of 100%, i.e. R21 000.00 (including VAT) to the project cost.

The remaining cost of 100%, i.e. R1 560.00 (including VAT) will be borne by the Client and paid directly to the Service Provider.

Seda will not be liable for any costs payable to the Service Provider by the Client.

No.	Task Description (Project Milestone)	Key Indicators	Sources and Means of Verification	Seda Risks and Assumptions	Completion Date	Payment* (Where Applicable)		Total (VAT incl.)
						Seda* Contribution	Client* Contribution	
1	Telescopic bannerx 2 Reception wayfind- UV 1400mm x1100mm (including installation) Pull up bannerx 2 Contravision mesh 1970mm x1290mm contravision mesh(sliding door) including installation.x 2 Clear perspex- direct UV 600mmx 400mm- 10mm clear perspex	Artwork being signed off by the client	Pictures of work done by the client		31/11/2022	R21000,00	R1 560,00	R22 560,00

	direct UV(Including installation)	Spirit flex 300mmx 2200mm spirit flex,design and installation							
TOTAL							R21 000.00	R1 560.00	R22 560

** All amounts must be VAT inclusive.*

2.3.2 General Behaviour

It will be expected of the Service Provider to behave in a professional manner. This implies adherence to all procedures, authority, approvals and any rules laid down in the relevant Acts and Statutes. Failure by any member of the Service Provider's staff to adhere to this may result in immediate termination of this Agreement.

2.3.3 Employment of Personnel

The Service Provider undertakes not to employ during the term of this Agreement employees of **Seda** or the Client unless with the written consent of **Seda** and/or the Client.

2.3.4 Confidentiality

The Service Provider agrees that all information supplied to the Service Provider by **Seda** or the Client will be held in confidence, and the Service Provider will require all of its officers, partners, employees, volunteers and other persons with access to confidential information of **Seda** or a client of **Seda** to sign confidentiality and non-disclosure statements, as developed by the Service Provider and approved by **Seda** or provided by **Seda**.

1. Project Documentation

The Service Provider shall quote the **Seda** allocated project number on all correspondence, reports and documentation pertaining to this project.

2. Completion

The project will only be deemed to be complete on presentation of a duly completed and signed copy of the "Project Completion Report" and acceptance thereof by **Seda**.

3. Management

All work will be project managed by **Seda** on behalf of the Client.

6. Terms of Payment

30 days from date of invoice.

7. Payment Process

The Client and the Service Provider are referred to the Payment Process defined in the Client Confidentiality and Service Agreement (SD-0005) containing the General Legal Terms and Conditions applicable to service providers rendering services on behalf of **Seda** to Small Enterprises. **Seda** will not process payment until the required documentation has been completed.

8. Disclaimer and Limitation of Liability

The implementation of any advice, recommendation, products or processes provided by **Seda** in terms of this Agreement will be at the sole risk of the Client, as all decision in connection with the

implementation of such advice recommendation, products, processes or any other deliverables shall be made by and be the responsibility of the Client.

Seda, its Board, Officers and employees shall not be held accountable and disclaim all liability for any loss, damage (whether direct, indirect, special or consequential) by the Client implementing or failing to implement such advice, recommendation, products, processes or any other deliverables.

The advice, recommendation products, processes or any other deliverables are supplied to the Client for his/her sole internal use and for the exclusive purposes set out in this Agreement.

Seda makes no express or implied warranty, guarantee or representation with respect to any:

8.1 Increase in sales, revenues, market share or productivity

8.1 Successful loan or grant applications

8.2 Successful application to Seda Programmes, Government Programmes and Incentives.

9. Domicilia of the Parties

Each of the parties chooses as its *domicilium citandi et executandi* for the purposes of the giving of any notice, the serving of any legal process and for any other purposes arising from this Agreement the respective addresses set forth below:

Seda	186 Beyers Naude Street Rustenburg 0299
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The Client	Portion 30,Boekenhoutfontein farm Phokeng
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The Service Provider

10. General Legal Terms and Conditions

It is hereby confirmed that the General Legal Terms and Conditions signed between **Seda** and the Service Provider on _____ (date) form an integral part of this SLA.

11. Signatures

10 Sy.

Seda Practitioner Name

10 Sy.

Seda Practitioner Signature

17/08/22

Date

Signed at Ruffenburg this 17 day of August 2022 by
Josephine, the duly authorised representative of the Client.

[Signature]

Signature of the Client

Signed at _____ this ____ day of _____ 2022 by
_____, the duly authorised representative of the Service Provider.

Signature of the Service Provider

Signed at _____ this ____ day of _____ 2022 by
_____, the Manager: Seda _____ Branch.

Signature of Branch Manager on behalf of Seda and duly authorised hereto.