



**Service Level
Agreement**

Service Level Agreement

The following document details our service level agreement.

Definitions

- A "Project" can be a website, digital marketing agreement, search engine optimisation work, api integration, data modelling, or any other service provided by Quattro to the Customer.
- "Obstructs" is a term used to describe where one party to a contract acts in a way so as to make it unrealistic for the other party to carry out their part of the contract.
- The word "contract" as it appears in these terms and conditions shall mean the contract between Quattro and the Customer, which will be based on the terms and conditions contained within this Service Level Agreement.

Abbreviations

- SLA stands for Service Level Agreement.
- HPC stands for Hosting Provider Company.
- API stands for Application Programming Interface.
- CRM stands for Customer Relationship Management.
- CMS stands for Content Management System.
- HUB refers to a HubSpot software module.

Contract

- The terms and conditions contained in this SLA apply to all Quattro Customers unless agreed in writing to the contrary. No other contract terms and conditions shall apply unless specifically agreed in writing between Quattro Limited and the Customer. In the event of any ambiguity between these terms and conditions and any terms agreed in writing between Quattro and the Customer then these terms and conditions will apply.



Estimates

- Quattro will provide Customers with initial estimates for projects on request. The final project sum may vary from the initial estimate. An estimate as opposed to fixed price quotation is useful when the actual project sum cannot be reasonably or accurately ascertained at the outset.
- Work carried out against estimates will be charged in accordance with the above clause.
- Quattro will provide estimates in writing by email to Customers, which will include a hyperlink to this SLA.
- Acceptance by a Customer of a Quattro estimate is subject to acceptance of the terms and conditions in this SLA, unless specifically agreed in writing between the Customer and Quattro to the contrary.

Fixed Price Quotations

- Whenever possible Quattro will provide Customers with a fixed price quotation and detailed specification for a project or retained service.
- Items omitted or added to the specification that accompanies a fixed price quotation will be treated as variations in accordance with the Estimates clause.
- Quattro will provide quotations in writing by email to Customers, which will include a hyperlink to this SLA.
- Acceptance by a Customer of a Quattro quotation is subject to acceptance of the terms and conditions in this SLA, unless specifically agreed in writing between the Customer and Quattro to the contrary.

Variations

- The value of work included in a fixed price quotation specification that is omitted will be valued and deducted from the final project sum.
- Work that is in addition to that detailed in a fixed price quotation specification will be valued and added to the final project sum.

Copyright

- The source code of all website web pages and apis remains the intellectual property of Quattro and may not be re-sold or copied and used by any other party without the consent of Quattro. The Customer is granted a non-exclusive license to use and re-use this source code for their own marketing and operational purposes.
- All brand imagery, designs and creative output created under contract with Quattro will remain the intellectual property of Quattro until all outstanding fees are paid in full, at which point copyright ownership will be transferred to the Customer.
- All Customer logo images, images unique to the Customer where provided by the Customer, i.e. of their premises, work force and their business, plus all written copy, belong to the Customer and are covered under their copyright. Quattro will not reuse Customer written content or images without the express permission of the Customer.



Hourly rate charges

- Activity that falls outside of a fixed price quotation or proposal will be pre-quoted based on Quattro's hourly rate.
- Quattro will review and may increase their standard hourly rate on an annual basis.
- The current value of an hour is £200
- There will be a minimum charge of one hour of £200

Hosting

- Quattro implement HubSpot Content Hub sites which are hosted on HubSpot web servers and has no responsibility for the performance of these hosting servers.
- Quattro implement custom api integrations which are hosted on Quattro's web servers. These servers are maintained with a 99.9% uptime guarantee and are fully managed through an external service provider.
- All web hosting servers are managed and paid for under a separate agreement directly with HubSpot and this is not covered within these terms.
- All api hosting servers are invoiced monthly.
- All api hosting servers are located in the UK.
- Quattro will use their best endeavours, in conjunction with HubSpot and its external hosting provider to rectify any disruptions faced should an outage occur.

Email

- Quattro will setup Customer's email with email service providers (Google Workplace) and charge a fixed amount for doing this.
- Quattro will pay the mail service provider annual subscription costs for each mailbox and invoice the Customer a fixed amount for each mailbox quarterly.
- Quattro are excluded from any liability to the Customer for any interruption or termination in the email service.
- Quattro will troubleshoot any problems reported by the Customer with their email. If the problem is due to an omission by Quattro then no charge will be made to the Customer. If the problem is not due to an omission by Quattro then the Customer will be charged in accordance with Quattro's Points based activity schedule.



Online Services

- Quattro will offer to Customers third-party services such as those offered by Google to enhance the performance of their websites. Quattro may include in quotations the setup and maintenance of such third-party services. Quattro will not be liable to the Customer for any interruption, non-performance, or cancellation of the provision by third parties of any such services.

Search engine optimisation

- Quattro accepts no responsibility or liability to the Customer for search engine rankings or how such rankings may vary over time. Quattro will give consideration to search optimisation when building a website, but SEO services are separate from the design & development process and require a separate agreement due to the ongoing nature of SEO.

Invoicing and payment

- Quattro's standard payment terms are 30 days from the date of invoice, unless specifically agreed otherwise.
- Quattro will specify within estimates or quotes how a project will be invoiced, but typical payment terms for projects (unless specified) are;
 - 25% deposit invoice issued at the outset (the deposit payment is non-refundable)
 - 25% issued at the end of month 1
 - 25% issued at the end of month 2
 - 25% issued at the end of month 3

For retainer based services, monthly invoices will be raised on the first day of each month for payment by the last day of the month.

Late payment penalty

All invoices for project or retained work are issued with 30-day terms (unless specifically agreed otherwise). Failure to meet these terms will incur a 5% interest charge of the outstanding balance for every day that payments are delayed.

At the outset of the project we will ask for details of your payment cycles and contact information for your accounts team, to ensure we deliver invoices in the correct format, to the right address and at the right time. If you cannot meet these payment terms, please advise your account manager.

We employ debt collection agencies to service unpaid debts that are more than 60 days overdue.



Performance

- Quattro will ensure that the specification quoted for the Customer works as intended. In the event that the Customer reports that some part of the specification is not functioning correctly then Quattro will investigate this and take corrective action, which will be at no expense to the Customer.
- In the event that the Customer reports an issue which is related to a matter that falls outside of the project specification then Quattro will investigate this and email the Customer a report and if appropriate, a price to carry out the extra work involved to resolve the issue.

Response times

Issue Resolution: High – within 24 hours (during business hours, Monday to Friday)

This is to be used when your website, API, CRM or related system which is provided through Quattro is down. This includes, loss of functionality, site down or email is down or unable to send or receive. (Social media is not included in this support as these platforms are all managed directly).

Actions to be taken:

- Confirmation of issue received via email sent to Customer contact.
- The requested item is attended to within 24 hours, if a fix is required, we will give you an estimate on how long the fix will take.
- Because your systems may include 3rd party providers (such as HubSpot / Gmail) we don't always have control over the ability to correct the problem, our team will coordinate with the other vendors as long as we have access and authority to do so.

Retainer support response time

All retainer actions as detailed in the supporting Monday Board will be prioritised over non retainer client work. A delivery estimate will be added to each item on the Monday Board. Retained support includes a Project Manager and a Monday Project Management board. All queries added to the Monday Board will be responded to within 24 hours.

Damages

- Unless expressly agreed in writing to the contrary, Quattro do not have any liability to the Customer for any delays in completing a project unless damages are caused by Quattro's negligence or wilful misconduct. Whereby liability will be capped at the maximum value of Quattro's business liability insurance and where the insurance agents accept liability. If the insurance agents don't accept liability and there is negligence on Quattro's part, liability will be capped at the maximum value of the contract.
- Quattro do not have any liability to the Customer for the performance of a website, api, database or any other entity/service developed/setup for the client.

Termination

- In the event that the Customer does not pay an invoice within 30 days of the due date (unless specific terms are agreed), i.e. within 44 days of the date of the invoice, then Quattro have the right to suspend all further works for that Customer until such time as payment is made in full.
- In the event that the Customer does not pay an email subscription invoice within 30 days of the due date, i.e. 44 days after the invoice date, then Quattro reserve the right to turn off any email services until such time as the invoice is paid in full.
- In the event that the Customer does not pay a hosting subscription invoice or api monthly server fee within 30 days of the due date, i.e. 44 days after the invoice date, then Quattro reserve the right to turn off any website or api hosting until such time as the invoice is paid in full.
- In the event that the Customer becomes insolvent or goes in to liquidation Quattro have the right to immediately terminate their contract with the Customer and invoice for the full value of project works carried out to that date, plus suspend any email or hosting services.
- In the event that a Customer “obstructs” the progress of a project or contract with Quattro then Quattro will be entitled to give 14 days written notice to the Customer of the contract being terminated. If the Customer does not satisfactorily remedy the cause(s) of the obstruction, within the 14 day notice period, then Quattro will have the right to terminate the contract. Quattro will invoice the Customer for the full value of works carried out to-date.
- Retained contracts may be terminated in writing provided the notice period as detailed in the retainer agreement is observed.
- Hours accrued at the end of a terminated contract will be valid for a maximum of 90 days after the contract expires.
- Where the Client terminates a project after work has commenced for reasons other than Quattro's material breach, all fees invoiced and paid remain non-refundable. The Client shall also remain liable for all work completed up to the date of termination, together with any committed third-party costs.
- Quattro may offer credit for unused services but do not provide refunds.



Company Details

Quattro Ltd
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Tel: 01789 608015

Registered in England and Wales.
Registered office as above.

Company Registration No. 04415171
VAT Registration No. 206622337

Amazing service from Quattro

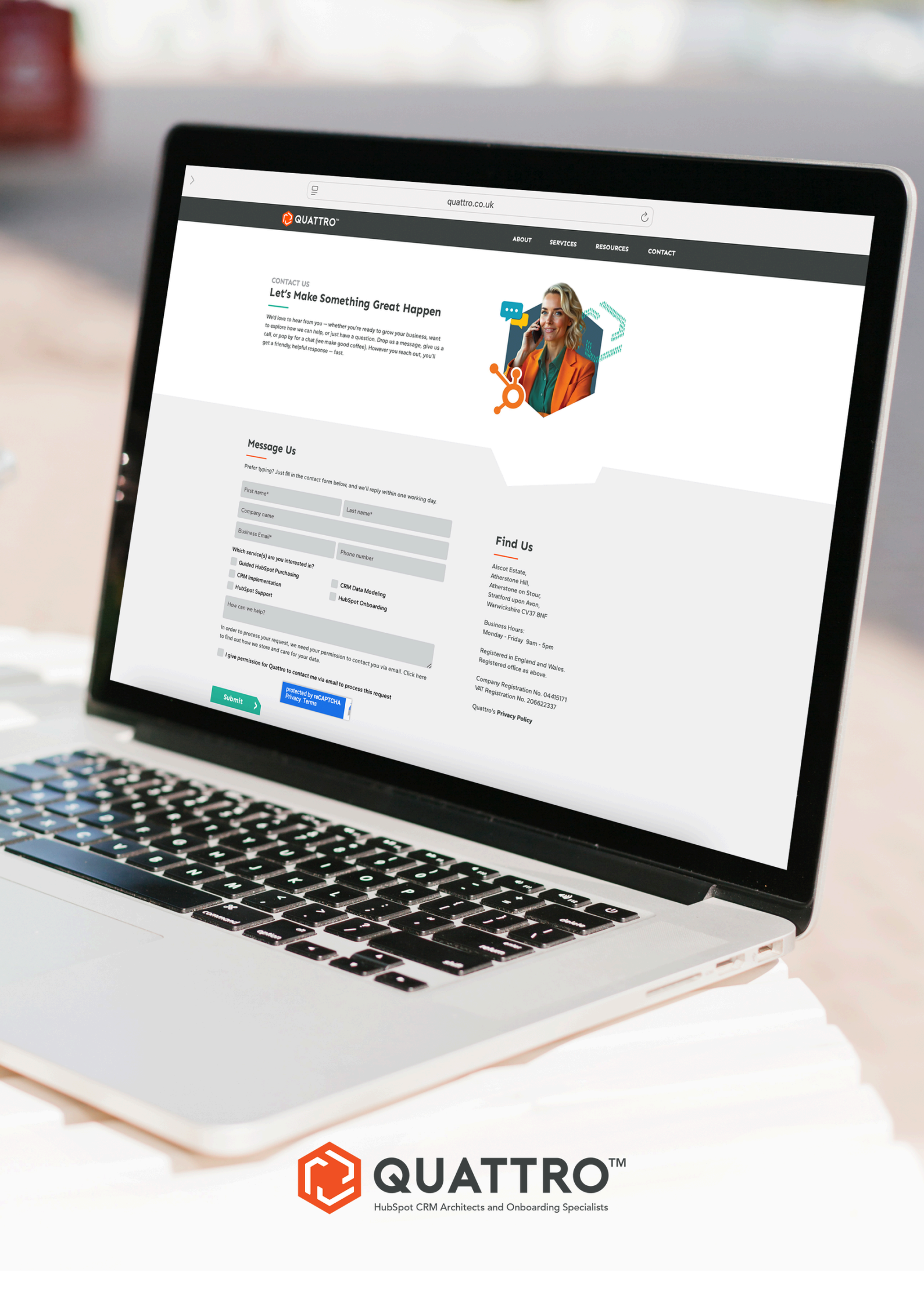
Thank you to Neil and Sam from Quattro for their amazing service.

We were looking to integrate our quoting system with HubSpot, and Quattro were able to advise the best option for our business. Sam was extremely helpful and diligent, and kept us updated throughout the entire integration process. The new automations have allowed us to streamline our sales processes and shown us new possibilities within HubSpot.

I would highly recommend the team at Quattro and would use them again for any future HubSpot projects!

Services Provided: Custom API Integrations
Jessica Tapson, *Showplace*





CONTACT US

Let's Make Something Great Happen

We'd love to hear from you – whether you're ready to grow your business, want to explore how we can help, or just have a question. Drop us a message, give us a call, or pop by for a chat (we make good coffee). However you reach out, you'll get a friendly, helpful response – fast.



Message Us

Prefer typing? Just fill in the contact form below, and we'll reply within one working day.

First name* Last name*
Company name Business Email*
Phone number

Which service(s) are you interested in?
 Guided HubSpot Purchasing CRM Data Modeling
 CRM Implementation HubSpot Onboarding
 HubSpot Support

How can we help?

In order to process your request, we need your permission to contact you via email. [Click here to find out how we store and care for your data.](#)
 I give permission for Quattro to contact me via email to process this request

Find Us

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Business Hours:
Monday - Friday 9am - 5pm

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[Quattro's Privacy Policy](#)

