

Client SLA

1. Introduction

This Service Level Agreement (SLA) outlines the terms and expectations between SaaSpirin and its clients for the Done-For-You (DFY) Case Studies service. It defines the scope of service, responsibilities, and commitments to ensure smooth collaboration and effective project delivery.

2. Terminology

- Client: The company or individual engaging SaaSpirin's services.
 - Interviewee: The client's customer who participates in the case study interview.
 - Deliverables: The final materials provided by SaaSpirin as part of the service.
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3. Scope of Service

SaaSpirin provides a fully managed case study creation service, including:

- Process:
 - The client secures consent from their customer (interviewee) to participate.
 - SaaSpirin prepares and conducts the interview and extracts key insights.
 - SaaSpirin creates and refines the content based on feedback.
 - Final deliverables are provided for the client's use.
 - Deliverables - depending on the chosen package:
 - 1 Edited video case study (90-240 seconds)
 - 1 Written case study (800-1500 words)
 - 3 Quote cards
 - 3 Short video clips for social media (< 45 seconds)
 - 1 Sales slide
 - 1 branded PDF of the written case study
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4. Responsibilities of SaaSpirin

SaaSpirin agrees to:

- Follow a structured process for case study creation.
 - Conduct a professional interview with the client's customer.
 - Handle the production of high-quality video and written case studies.
 - Deliver all agreed marketing assets in a timely manner.
 - Ensure all content is aligned with the client's brand and messaging.
 - Provide reasonable revisions to ensure client satisfaction (details in Section 6).
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5. Responsibilities of the Client

The client agrees to:

- Secure consent: Obtain explicit agreement from their customer (interviewee) before the interview.
 - Provide assets upfront: Submit branding guidelines, logos, and key references before the project starts (via the onboarding form).
 - Review & approve on time: Provide feedback within 3 business days of receiving drafts and approve final versions within 7 business days.
 - Use content appropriately: Utilize the case study for legitimate marketing and promotional purposes.
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6. Timeline and Delivery

- Once the customer agrees to participate, the typical project timeline is 3-5 weeks from the interview date.
 - Delays due to late client feedback, unresponsive interviewees, or scope changes may impact delivery schedules.
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7. Package validity

To ensure efficient planning and resource allocation, purchased interviews must be scheduled within the following timeframes:

- **Single interview purchases:** must be scheduled within **3 months** of the purchase date
- **5-interview packages:** must be scheduled within **12 months** of the purchase date

Any unused interviews remaining after these deadlines will expire unless otherwise agreed in writing.

Interview dates are considered confirmed once an interviewee has been identified and the interview has been scheduled with SaaSpirin.

8. Revisions Policy

- Clients are entitled to two rounds of revisions on written content and video edits.
 - Additional revisions beyond this scope may incur extra charges.
 - Revisions should be requested within 3 days of receiving the draft.
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9. Approval Process

- If no change requests or feedback are received within 7 business days after the final deliverables have been sent, the deliverables will be considered automatically validated and approved.
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10. Payment Terms

- Payment is due upon project initiation.
 - Work will commence once payment is received.
 - No refunds will be issued once the project has started.
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11. Confidentiality

- SaaSpirin will keep all client-provided materials confidential.
- The final case study content remains the property of the client.
- SaaSpirin reserves the right to showcase completed work, in full or in part, for marketing and portfolio purposes unless otherwise agreed.

12. Communication and Support

- SaaSpirin will assign a dedicated project manager as the primary point of contact.
 - Regular updates will be provided via email or Slack.
 - Clients can reach out via email for support.
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13. Agreement Acceptance

By engaging SaaSpirin's DFY Case Study service, the client acknowledges and agrees to the terms outlined in this SLA.

For any questions or clarifications, please contact us at delivery@saaspirin.co.

