# Service Level Agreement

**Effective Date: January 1, 2025**

This Service Level Agreement ("SLA") defines our service commitments for the PDFBolt PDF generation API, including uptime guarantees, support response times, and remedies for service disruptions. This SLA forms part of the agreement between PDFBolt ("Company," "we," "us") and you ("Customer," "you," "your") as described in the PDFBolt Terms of Service.

## 1. Definitions

**"Annual Uptime Percentage"** means the percentage of time the PDFBolt API is accessible and operational during a rolling 12-month period, calculated as: `((Total Annual Time - Downtime) / Total Annual Time) × 100`.

**"Downtime"** means periods when the PDFBolt API is unavailable or not functioning properly due to issues within our control, excluding scheduled maintenance and circumstances described in Section 2.2.

**"Service Failure"** means when the PDFBolt API does not perform according to our published API documentation specifications.

**"Support Response Time"** means the time from when we receive a properly submitted support request until our first substantive response.

## 2. Service Level Commitments

### 2.1 Availability Commitment

We commit to maintaining **99.9% Annual Uptime** across all service plans.

### 2.2 Exclusions from Downtime

The following are not counted as Downtime and SLA commitments:

**Scheduled Maintenance**

- Planned maintenance windows communicated to customers via our status page. For maintenance that may significantly impact service availability longer than 30 minutes during typical usage hours, also via email notification.

- Typically scheduled during low-usage periods (weekends, late evenings CET).

**Emergency Maintenance**

- Unplanned maintenance required to address critical security vulnerabilities, data integrity issues, service-affecting incidents or critical issues.

- Best effort notification when possible.

- Post-incident communication within 24 hours explaining the issue and resolution.

**Customer-Related Issues**

- Issues caused by incorrect API usage or invalid requests.

- Requests that violate documented API rate limits.

- Malformed requests that don't conform to our API specification.

- Timeouts caused by customer-provided content (oversized content/data, slow-loading resources, complex JavaScript, heavy multimedia).

- Authentication failures due to invalid or blocked API keys.

- Failures resulting from customer's violation of our Terms of Service or acceptable use policies.

**Third-Party Dependencies**

- Failures of third-party services beyond our control.

- Failures of our infrastructure providers (Koyeb, Hetzner, Cloudflare).

- External URL accessibility issues (when customer provides unreachable URLs).

- DNS resolution failures beyond our infrastructure.

- Network Issues – internet connectivity problems not related to our infrastructure.

**Force Majeure**

- Events beyond our reasonable control (natural disasters, government actions, widespread internet outages, acts of terrorism, etc.).

## 3. Support Services

### 3.1 Support Channels

All plans include access to:

- **Email**: contact@pdfbolt.com

- **Live Chat**: Real-time support during business hours via our website

- **Contact Form**: Available on our [contact page](contact page)

- **Documentation**: Complete API documentation and guides

## 3.2 Support Response Times

We commit to the following support response times during business hours (Monday – Friday, 9 AM – 6 PM CET). Support requests submitted outside these hours will be responded to within the above timeframes starting from the next business day.

| Plan Type | Response Time |
|---|---|
| Free Plan | 48 hours |
| Paid Plans | 24 hours |
| Enterprise Plan | Priority support |

**Note:** While the above represent our maximum response time commitments, we always strive to respond and provide assistance as soon as possible.

## 3.3 Support Coverage

**Support Scope:**

- API integration assistance.
- Troubleshooting service issues.
- Template creation guidance.
- Account and billing inquiries.
- Documentation clarification.
- Rate limit and quota inquiries.
- Best practices and optimization guidance.

## 3.4 Customer Responsibilities

For effective support, please provide:

- Clear description of the issue.
- Relevant API request/response details.
- Affected API endpoints and parameters.
- Error messages and timestamps when available.

# 4. Monitoring and Measurement

### 4.1 Availability Monitoring

We continuously monitor our API using automated systems that:

- Test API functionality and response times.

- Track errors and infrastructure health.

- Alert our team immediately of any issues.

### 4.2 Incident Response

When a service disruption is detected:

Our team is immediately notified and begins investigation.
We work to resolve the issue as quickly as possible.
We conduct root cause analysis to prevent future occurrences.
Real-time service status is available at status.pdfbolt.com.

# 5. Customer Responsibilities

To be eligible for SLA remedies, customers must:

### Proper Usage

- Use the API according to our documentation and best practices.

- Implement proper error handling and retry logic.

- Respect rate limits and avoid abusive patterns.

- Keep API keys secure and report suspected unauthorized access immediately.

### Incident Reporting

- Report suspected service issues via our official support channels (email, contact form, live chat).

- Provide sufficient detail to reproduce the issue.

- Respond to our requests for additional information in a timely manner.

### Account Maintenance

- Maintain valid payment methods for paid plans.

- Monitor usage to avoid service interruptions due to quota exhaustion.

# 6. Service Credits

If we fail to meet our Annual Uptime Percentage commitments, you may be eligible for Service Credits as your sole remedy for the downtime. To request Service Credits, report the service issue through our official support channels and submit your Service Credit request. We'll verify the downtime qualifies under this SLA and calculate appropriate credits based on the severity and duration of the downtime, typically ranging from 5% to 50% of your monthly subscription fee for the affected period.

**Important Limitations**

- Service Credits apply only to paid plans.
- Credits are applied to future service usage (not cash refunds).
- Maximum 50% of monthly fee per billing period.
- Credits expire after 12 months if unused.
- You must maintain valid payment to be eligible.

# 7. Contact Information

For SLA-related questions or to request credits:

- **Email**: contact@pdfbolt.com
- **Contact Form**: https://pdfbolt.com/contact

**Address**:
Przedpole 9/73,
02-241 Warsaw, Poland

This SLA is effective as of January 1, 2025, and remains in effect for the duration of your PDFBolt usage.
**By using PDFBolt services, customers acknowledge and agree to the terms outlined in this Service Level Agreement.**