PDFBolt

Service Level Agreement (SLA)

> This Service Level Agreement ("SLA") describes PDFBolt's uptime commitments, support response targets, exclusions, and Service Credit remedies for the Covered API.
>
> This SLA forms part of the PDFBolt Terms of Service and uses the same definition of PDFBolt as the Terms.

1. Scope

This SLA applies to the Covered API as defined below.

The Dashboard is monitored and supported as part of the Service, but Dashboard-only issues are not counted as Downtime unless they prevent access to the Covered API for valid requests.

Service Credits are available only for eligible paid subscriptions as described in this SLA.

2. Definitions

"Business Hours" means Monday through Friday, 9:00 AM to 6:00 PM Central European Time, excluding public holidays in Poland.

"Covered API" means PDFBolt's production PDF generation API endpoints used to submit, process, and retrieve PDF conversion requests, including requests that generate PDFs from published templates. It does not include the Template API, the Dashboard, documentation, billing systems, support channels, optional AI-assisted features, beta or preview features, customer-provided storage destinations, customer-provided URLs or assets, third-party services, or free tools unless expressly stated.

"Downtime" means periods, measured in Downtime Minutes, during which the Covered API is unavailable for valid requests due to an issue within PDFBolt's reasonable control, excluding scheduled maintenance, emergency maintenance, and the exclusions described in this SLA.

"Downtime Minutes" means the total minutes in a calendar month during which Downtime occurs.

"Monthly Uptime Percentage" means the percentage of time during a calendar month that the Covered API is available for valid requests, calculated as:

`((Total Minutes in the Month - Downtime Minutes) / Total Minutes in the Month) x 100`.

"Service Credit" means a credit applied to a future invoice for an eligible paid subscription as described in this SLA.

"Support Response Time" means the time from when PDFBolt receives a properly submitted support request until PDFBolt's first substantive response.

3. Availability Commitment

PDFBolt provides a 99.9% Monthly Uptime commitment for the Covered API, backed by Service Credits as described in this SLA.

Downtime is measured by PDFBolt's monitoring systems, server-side logs, and other operational records. Customer reports may be used to help verify an incident, but do not by themselves establish Downtime.

4. SLA Exclusions

Downtime does not include issues caused by customer content, customer systems, customer storage destinations, external URLs or assets, or third-party services.

Downtime also does not include issues caused by optional AI features, billing systems, Dashboard-only features, beta or preview features, free tools, rate limits, quota exhaustion, abuse-prevention actions, security actions, or violations of the Terms.

Scheduled maintenance, emergency maintenance, force majeure events, and failures outside PDFBolt's reasonable control are also excluded.

PDFBolt may perform scheduled maintenance. Where reasonably practicable, PDFBolt will provide advance notice through the status page, Dashboard, email, or another appropriate channel.

PDFBolt may perform emergency maintenance without prior notice where needed for security, service integrity, data integrity, or legal compliance.

5. Support Services

5.1 Support Channels

PDFBolt provides support through the following channels:

- Email: contact@pdfbolt.com.
- Contact form: pdfbolt.com/contact.
- Live chat: Available through our website when live chat support is online.
- Documentation: API documentation and guides available on the PDFBolt website.

5.2 Support Response Targets

Support response targets apply during Business Hours. Support requests submitted outside Business Hours are treated as received at the start of the next Business Hours period.

Plan	First Response Target
Free	2 business days
Basic	1 business day
Growth	1 business day with priority handling
Enterprise	12 business hours with top-priority handling

Support response targets apply to the first substantive response and do not guarantee resolution within that period.

5.3 Support Scope

Support may include API integration questions, troubleshooting service issues, template guidance, account and billing questions, documentation clarification, rate-limit questions, and best-practice guidance.

For effective support, customers should provide a clear description of the issue, affected endpoints or parameters, relevant request or response details, error messages, and timestamps where available.

6. Monitoring and Incident Response

PDFBolt monitors the Covered API using automated systems, server-side logs, and infrastructure monitoring.

When PDFBolt detects a material service disruption, we will use commercially reasonable efforts to investigate and restore the affected service. Where appropriate, PDFBolt may provide updates through the status page or other customer communication channels.

For significant incidents, PDFBolt may conduct an internal review to reduce the risk of recurrence.

Current service status is available at status.pdfbolt.com.

7. Customer Responsibilities

To be eligible for Service Credits, you must:

- Use the Covered API according to PDFBolt's documentation and the Terms.
- Respect rate limits, quota limits, and abuse-prevention controls.
- Keep API keys secure and report suspected unauthorized access promptly.
- Maintain an active eligible paid subscription and valid payment status.

- Report suspected Downtime through PDFBolt's official support channels.
- Provide reasonable information needed to verify the issue.

8. Service Credits

If PDFBolt does not meet the 99.9% Monthly Uptime commitment for the Covered API, eligible paid subscribers may request a Service Credit as their sole and exclusive remedy for the Downtime.

Monthly Uptime Percentage	Service Credit
99.0% to below 99.9%	5% of the monthly subscription fee for the affected month
95.0% to below 99.0%	10% of the monthly subscription fee for the affected month
Below 95.0%	20% of the monthly subscription fee for the affected month

Service Credits are calculated against the subscription fee paid for the affected month, excluding taxes, overage charges, discounts, prior credits, and non-subscription charges. Service Credits are applied to future invoices only and are not cash refunds.

The maximum Service Credit for any billing period is 20% of the subscription fee for that period. Service Credits expire after 12 months if unused.

Service Credits are not available for Free plans, suspended accounts, terminated accounts, accounts with unpaid invoices, or issues excluded from Downtime under this SLA.

8.1 How to Request Service Credits

To request a Service Credit, you must contact us at contact@pdfbolt.com within 30 days after the end of the month in which the Downtime occurred.

Your request should include, where available, the account email or team Admin email, the affected endpoint, the approximate date and time of the issue, request IDs or error responses, and a brief description of the impact.

PDFBolt will review the request using its monitoring systems, server-side logs, and operational records to determine whether the Downtime qualifies under this SLA.

9. Relationship to Terms and SLA Updates

If this SLA conflicts with the Terms, this SLA controls only with respect to uptime commitments, support response targets, and Service Credit remedies. The Terms control all other matters.

PDFBolt may update this SLA from time to time. Changes to this SLA are handled according to the Terms.

10. Contact

For SLA-related questions or Service Credit requests, contact us at contact@pdfbolt.com.

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