

Print Supply Service-Level Agreement

Printing & Packaging

Document type: Contract / agreement · Generated 27 Aug 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Draft a service-level agreement for print/packaging supply — quality, on-time delivery, defect and complaint-response targets, penalties/credits and review — to formalise service commitments with a key customer. Fill in the targets below.

Purpose of this tool & output

Commit quality, lead-time and service levels

How the output is used

Use the draft to commit quality, lead-time and service levels — a print supply SLA with metrics, credits and review — reviewed by a lawyer.

Who receives it

The SLA is between the print unit and the customer; each keeps a signed copy alongside the supply contract.

Fees & charges

Usually executed as a schedule to the supply agreement; the service metrics, credits and remedy terms are the key content.

Who should vet it

A lawyer, to check the metrics, service-credit and remedy clauses before signing.

Important cautions

AI-generated draft; have a lawyer review before signing.

Companion documents

- Printing Job-Work Agreement
- Packaging Supply Agreement
- Annual Rate Contract
- Paper / Board Supply Agreement
- Printing Machinery Lease Agreement
- Printing / Packaging NDA

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and

processes vary by state and change over time — confirm with your state authority.