



SERVICE LEVEL AGREEMENT

An SLA you can hold us to

The service levels Shopnix Enterprise commits to: uptime, response and fix times, support, and how we review the service with you.

1. Uptime commitment

99.9% monthly uptime

For your storefront and checkout, measured every month, excluding planned maintenance announced in advance.

Service levels

99.9% uptime

Priority	Example	First response	Target fix
P1 · Critical	Store down, payments failing	15 min	1 hr
P2 · High	A key feature not working	1 hr	1 day
P3 · Normal	Questions, small changes	30 min	Planned with you

2. Priorities, response and fix times

Priority	Examples	First response	Target fix
P1 · Critical	Store down, payments failing, orders not coming in	15 minutes, any time	Within 1 hour
P2 · High	A key feature not working across the store	1 hour	Within 1 working day
P3 · Normal	Questions, settings, small changes	30 minutes in working hours	Planned with you

P1 issues are handled outside working hours, on weekends and on holidays. Other issues are picked up first thing on the next working day.

3. Your support team

Named people

- A dedicated account manager
- A technical lead who knows your setup
- Operations, developers and support behind them

Channels

- Your private WhatsApp group with our team
- Email and phone
- Scheduled calls and service reviews

4. Escalation path

Level	Who	When
1	Support team in your group	Every request starts here
2	Your technical lead	Technical issues and anything at P1 or P2
3	Your account manager	If a target is at risk, or you are not happy
4	Shopnix leadership	Any time you need it

5. Maintenance and releases

- Planned maintenance is announced in advance and kept away from your peak hours and sale days.
- Changes for your business are tested on your staging store and released with your sign-off.
- Critical security fixes are applied within 48 hours.

6. Backups and recovery

- Daily and weekly backups, kept in three separate copies.
- Restore drills every month, and a documented recovery runbook.

7. Service reviews

- Monthly report: uptime, issues raised and resolved, response times against targets.
- Quarterly business review: roadmap, upcoming sales and campaigns, and improvements.
- Sale-day and launch-day standby, planned together.

8. Service credits

If monthly uptime falls below the commitment, service credits apply against your next invoice, as set out in your agreement.

9. What we ask of you

- Raise issues through your private group or the agreed channels, with as much detail as you have.
- Name a point of contact for approvals and releases.
- Share your sale and campaign calendar so we can plan with you.

Shopnix Enterprise · shopnix.io/enterprise · Talk to our enterprise team at shopnix.io/enterprise

15 years of building and running large-scale ecommerce in India. The Indian alternative to Shopify Plus. This document summarises our standard practices; your agreement sets out the final terms for your business.