



Annex - Service Level Agreement (SLA)

B2W shall evaluate the **Partner's** performance in the Marketplace, in accordance with the following criteria:

1. SLA:

	Indicator	Calculation	SLA	Penalty
Order Cycle	Cancellation Fee	Orders canceled by Seller and automation divided by total orders.	4%	N/A
	Delivery Performance (Delivery of Sellers that use B2W Delivery)	Orders shipped within the term promised by the seller divided by the total of estimated orders.	90%	N/A
	Delivery Performance (Delivery of Sellers that use own shipment operation)	Total deliveries made within the term divided by the total expected deliveries.	85%	N/A
	Complaint Fee	Orders with complaint protocols divided by total orders.	10%	N/A
Customer Service	Intermediation of Service	B2W intermediation orders for Customer Service divided by total orders with estimated delivery (basis of the last 30 days).	3%	N/A
	Special Service	Requests with complaint in the Ombudsman Channels divided on the total of orders.	1%	BRL 20.00 per order with special service (Calculated on the whole basis of orders with special service).

This document is an integral part of the General Terms and Conditions of B2W –Digital Company.
Upon acceptance at the time of registration, the Partner agrees to the policies and rules described herein.



1.1. The terms attributable to **B2W** activities shall not be accounted for the purposes of calculating the **SLA** indicators, under the terms of the Services contracted.

Customer Service:

1.2. The service protocols addressed to the **Partner** shall be answered by observing the following parameters: (i) a maximum of five (5) days for response or (ii) a maximum of five (5) interactions between the Partner and the Customer. After these deadlines, **B2W SAC** shall make direct contact with the Customer, mediating the service according to the Table above ("Service Intermediation").

1.2.1. The service Protocols referent to the deliveries made by **B2W Delivery** shall not be considered for calculating the Service Intermediation indicator, provided that the contact is exclusively related to delays in the delivery stage of the order.

1.3. For all purposes, the following websites, communication vehicles and public and private entities or other channels defined by **B2W** shall be considered as Ombudsman Channels: (i) *website* www.reclameaqui.com.br; (ii) *website* www.facebook.com; (iii) *website* www.twitter.com; (iv) media in its various forms, such as the internet, television, radio, newspapers and magazines; (v) filing of lawsuits of any nature, in any instance; and (vi) PROCON, or other local authorities, bodies and consumer organizations.



2. Cancellation Policy:

Type	Automation	Rule	Exception
Cancellation	Unavailability	<ul style="list-style-type: none"> 2 days after unavailability, it notifies the customer. 3 days after the notice to the customer, it cancels the order in case of unavailability. 	<ul style="list-style-type: none"> Except orders with open service registration.
Cancellation	Delayed Expedition (Inactivity)	<ul style="list-style-type: none"> If the order has not been shipped 2 days after the date of dispatch (*): it marks the order as DELAY DELIVERY (ATEX). If the order has not been issued, it notifies the customer of the delay of the Partner (2 days after ATEX). If the order has not been shipped, it cancels the order 5 days after sending the email. <p>(*) <u>Shipping Limit</u>: Approval Date + B2W term + dispatch term.</p>	<ul style="list-style-type: none"> Except orders with open service registration.
Cancellation	Transportation Exception	<ul style="list-style-type: none"> Requests made 21 days ago, except for those in transit, are canceled. 	<ul style="list-style-type: none"> Except orders with open service registration. Except for B2W Delivery.