

SERVICE LEVEL AGREEMENT (SLA)

This Agreement is made and entered into on 23rd June, 2025, by and between:

1. Vaid Dhanvantari Ayurveda,

Sangrur - Ubhawal Road, near Bansal Brick Kiln, Sangrur, Punjab – 148001

GSTIN: 03AAPFV3141G1ZA

(hereinafter referred to as the “Manufacturer” or “First Party”)

2. Haven Life Care Pvt. Ltd.,

New Bye Pass Road, Tej Pratap Nagar, Anishabad, Patna, Bihar – 800002

GSTIN: 10AAHCH6094H1ZN

(hereinafter referred to as the “Client” or “Second Party”)

1. Purpose

This Service Level Agreement (SLA) outlines the terms and conditions under which the Manufacturer shall manufacture and supply Ayurvedic and herbal products under the Client’s brand.

2. Scope of Work

- The Manufacturer shall manufacture herbal and Ayurvedic products based on in-house formulations.
- Product Categories Include: Herbal Juices, Syrups, Sea Buckthorn Juice, Chyawanprash, Shilajit Resin, Capsules, Tablets, and Toothgel.
- All product development, formulation, packaging design, and regulatory compliance shall be managed by the Manufacturer.

3. Quality & Compliance

- The Manufacturer shall adhere to applicable norms and holds certifications such as AYUSH, GMP, ISO, and FSSAI.
- Internal QC/QA procedures will be followed to ensure product quality and safety.
- No Certificates of Analysis (CoA) will be shared for any batch or shipment.

4. Production & Delivery Timelines

- New Products: Ready within 20–25 working days from confirmation and receipt of 40% advance.
- Repeat Orders: Fulfilled within 15 working days.
- Dispatch Terms: Ex-Factory (Sangrur, Punjab). All logistics to be handled by the Client.

5. Commercial Terms

- Advance Required: 40% of the total order value at confirmation.
- Balance Payment: Due before dispatch.
- Credit Facility: Not applicable.

6. Returns & Liability

- No returns will be accepted once the product has been dispatched from the Manufacturer's premises.
- The Manufacturer shall not be held responsible for any damage, defect, or discrepancy once the product leaves its facility.
- It is the Client's responsibility to inspect and verify the goods at the time of receipt.
- Any claims or disputes must be raised prior to dispatch and payment clearance.

7. Confidentiality

Both parties agree to maintain strict confidentiality regarding any proprietary information, formulations, commercial terms, or client details exchanged during the course of business.

8. Term & Termination

- This Agreement shall remain valid for one (1) year from the date of execution.
- Either party may terminate the Agreement with 30 days' written notice.
- All dues must be cleared prior to termination taking effect.

9. Force Majeure

Neither party shall be held liable for delays or non-performance due to events beyond reasonable control including, but not limited to, natural disasters, government regulations, pandemics, or labor disruptions.

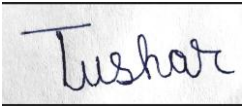
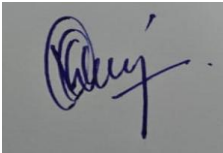
10. Dispute Resolution

- Any dispute arising from this Agreement shall be resolved through arbitration under the Arbitration and Conciliation Act, 1996.
- Jurisdiction: Sangrur, Punjab
- Language of arbitration: English

11. Entire Agreement

This document constitutes the entire agreement between the parties and supersedes any prior verbal or written agreements related to this scope.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date and year first above written.

For Vaid Dhanvantari Ayurveda Name: Tushar Bansal Designation: Managing Director Signature: 	For Haven Life Care Pvt. Ltd. Name: Dr. MD. Amjad Siddique Designation: Director Signature: 
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