



Service Level Agreement

Thairo Studios

April 2026

This Service Level Agreement ('SLA') applies to the services provided by **Thairo Studios** (Chamber of Commerce 42027881, Minerva 11, 6121NP Born, the Netherlands) to the Client. The SLA supplements the General Terms and Conditions of Thairo Studios and is in effect for the duration of the Agreement concluded between the parties.

Important: website hosting takes place via an external hosting partner. Thairo Studios has no direct control over the infrastructure of the external hosting partner. Guarantees in this SLA apply exclusively to the components that Thairo Studios manages itself.

Article 1 – Definitions

- 1.1.** Supplier: Thairo Studios, Chamber of Commerce 42027881, Minerva 11, 6121NP Born, the Netherlands.
- 1.2.** Client: the party with whom Thairo Studios has concluded an agreement for the provision of digital services.
- 1.3.** Services: the website, webshop, CMS, plug-ins and/or related maintenance work delivered by Thairo Studios as described in the Agreement.
- 1.4.** Incident: an unexpected interruption or reduced availability of the Services, not caused by the Client or by scheduled maintenance.
- 1.5.** Hosting: the technical infrastructure on which the Client's website runs. Thairo Studios uses an external hosting partner for this purpose.
- 1.6.** Business Hours: Monday to Friday, 09:00–17:30 (CET/CEST), excluding Dutch public holidays.
- 1.7.** Response Time: the time between the reporting of an Incident and the first substantive response from Thairo Studios.
- 1.8.** Resolution Time: the time Thairo Studios aims to achieve in resolving an Incident.

Article 2 – Scope and Hosting Responsibility

- 2.1.** This SLA applies to the Services that Thairo Studios actively manages and maintains, including: websites and webshops, CMS environments, plug-in updates and security patches, and technical support for disruptions that fall within Thairo Studios' sphere of influence.
- 2.2.** The hosting of Client websites takes place via an external hosting partner. Thairo Studios has no direct control over this party's infrastructure. Disruptions that are solely the result of failure at the external hosting partner fall outside the scope of this SLA.
- 2.3.** In the event of incidents at the external hosting partner, Thairo Studios will inform the Client as soon as possible and, where possible, take temporary mitigating measures.
- 2.4.** If the Client suspects that the website is not functioning properly or is unreachable, we ask the Client to report this as soon as possible via support@thairostudios.com. Thairo Studios will immediately handle the report and, where necessary, take appropriate measures to investigate and resolve the situation.

Article 3 – Availability Target

- 3.1.** Thairo Studios aims for an availability of the Services of at least 99.0% per calendar month, measured over the components managed by Thairo Studios and excluding scheduled maintenance, disruptions at the external hosting partner and force majeure situations.
- 3.2.** Since the actual availability is also dependent on the uptime of the external hosting partner, Thairo Studios is not liable for downtime arising solely from limitations or incidents at the external hosting partner.
- 3.3.** The availability target applies per calendar month. Incidental brief interruptions (less than 5 minutes) are not counted.

Article 4 – Maintenance

- 4.1.** For large-scale changes that may affect the accessibility or functioning of the website, Thairo Studios will notify the Client in writing at least 24 hours in advance. Regular updates and maintenance work take place without any noticeable interruption for visitors.
- 4.2.** Thairo Studios regularly performs the following maintenance activities, to the extent agreed in the Agreement: CMS core updates, plug-in and theme updates, security patches, and checks of forms and integrations.
- 4.3.** In the event of emergency maintenance — necessary to safeguard the security or stability of the website — Thairo Studios may act immediately without prior notice. The Client will be informed as soon as possible.
- 4.4.** Maintenance carried out by the Client or third parties without prior consultation with Thairo Studios falls outside the scope of this SLA. Repair work resulting from such modifications will be charged separately.

Article 5 – Priority Classes and Response Times

- 5.1.** Thairo Studios applies the following priority classes for incidents:
- Priority 1 — Critical:** The website is completely unreachable or a serious security incident has occurred. Response time: within 4 business hours. Target resolution time: within 1 business day.
- Priority 2 — High:** An important feature is not functioning properly (e.g. contact form, payment page). Response time: within 1 business day. Target resolution time: within 3 business days.
- Priority 3 — Normal:** A limited feature or visual element is not working correctly, without direct impact on business operations. Response time: within 2 business days. Target resolution time: within 5 business days.
- Priority 4 — Low:** Minor requests, text changes or non-urgent improvements. Scheduled based on availability.

5.2. Response times apply exclusively during business hours. Reports submitted outside business hours will be processed on the next working day.

5.3. Incidents can be reported via: support@thairostudios.com. When reporting, the Client provides at minimum: a description of the issue, the URL of the relevant page and (where applicable) screenshots or error messages.

Article 6 – Client Obligations

6.1. The Client ensures that Thairo Studios has timely access to all necessary systems, login credentials and information required for carrying out maintenance and resolving incidents.

6.2. The Client reports incidents as soon as possible after they are discovered via the designated support channel.

6.3. The Client refrains from making changes to the website, CMS or hosting environment without prior consultation with Thairo Studios, unless explicitly agreed otherwise.

6.4. The Client ensures that contact persons are available for coordination when resolving Priority 1 or Priority 2 incidents.

Article 7 – Exclusions

7.1. The obligations in this SLA do not apply if the cause of an incident lies with:

- a. Actions or omissions of the Client or third parties engaged by the Client;
- b. Disruptions in the infrastructure of the external hosting partner that are outside Thairo Studios' sphere of influence;
- c. Disruptions at external integrations or third-party services (e.g. payment providers, email services, Google services);
- d. Force majeure, as defined in the General Terms and Conditions of Thairo Studios;
- e. The Client's failure to comply with the obligations of Article 6.

7.2. Thairo Studios is not responsible for the recovery of data lost as a result of Client actions, unless Thairo Studios is demonstrably in breach of its responsibilities.

7.3. This SLA offers no guarantees regarding the performance or loading speed of the website, to the extent these depend on factors outside Thairo Studios' direct sphere of influence, such as the end user's internet speed or the performance of the external hosting partner's infrastructure.

Article 8 – Reporting and Communication

8.1. In the event of a Priority 1 Incident, Thairo Studios will actively update the Client on progress, at least once every 4 hours for as long as the incident continues during business hours.

8.2. Following the resolution of a Priority 1 incident, Thairo Studios will, at the Client's request, prepare a brief incident report containing the cause and measures taken.

8.3. Thairo Studios communicates proactively about planned maintenance activities that may affect the availability of the Client's website.

Article 9 – Amendments and Duration

9.1. This SLA forms an integral part of the Agreement between Thairo Studios and the Client. In the event of a conflict between this SLA and the General Terms and Conditions, this SLA prevails for the subjects regulated herein.

9.2. Thairo Studios reserves the right to amend this SLA. Amendments will be communicated to the Client in writing at least 30 days before they take effect.

9.3. This SLA is valid for the duration of the Agreement and terminates by operation of law upon termination of the Agreement.

9.4. This SLA is governed by Dutch law. Any disputes will be submitted to the competent court, in accordance with the General Terms and Conditions of Thairo Studios.

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