Sezzle Service Level Agreements ("SLA")

Last Update: November 11, 2018

1. The SLA Agreement.

1.1. When the SLA is in Effect.

Our Service Level Agreement ("SLA") for Merchants on the Plus plan and above guarantees a 99.9% monthly uptime.

1.2. Tracking SLA Uptime.

We've made our SLA clear and simple by sharing our uptime data with you publically at the Sezzle Status page.

1.3. Our Guarantee.

If we fail on our uptime guarantee, we'll refund Merchants in the program 100 times the amount of fees they would typically have with us during the downtime period. We'll calculate the appropriate fee rate by using the average fees charged per minute over the last 30 days, per Merchant affected.

1.4 Downtime.

Downtime is calculated by the number of minutes that the various Sezzle services were down and completely unavailable and unresponsive. Some scenarios don't count towards a downtime calculation. Some examples include:

- Slowness with certain features

- Issues that are only affecting you due to particulars related to your integration with us

- Delays with uploading files, chat, or reports

- External network problems outside of our control, such as bad routing tables between your internet service provider (ISP) and our servers

- "Scheduled Downtime" for maintenance

1.5 Uptime

"Monthly Uptime" is what our SLA is based upon. Welt is defined with the following formula:

Monthly Uptime = (Total possible minutes - downtime minutes)/Total possible minutes

We have multiple services, as you will notice on our Sezzle Status page. Because of this, our Monthly Uptime is calculated by averaging the Monthly Uptime across all of the services.

1.6. Scheduled Downtime.

In order to Sezzle systems working well, we will need to perform maintenance. If scheduled downtime is necessary, we'll give Merchants who are part of our SLA 48 hours advance notice. In a calendar year, scheduled downtime won't exceed 10 hours.

1.7. Support Services and Response Times.

When unscheduled Downtime occurs, we will notify Merchants who are a party to the SLA within one (1) hour during normal business hours (8 AM - 5 PM CT, USA) and within three (3) hours outside of normal business hours. All response time guarantees begin when Sezzle becomes aware of the unscheduled downtime.

1.8. Other Exclusions.

Our SLA excludes the following performance issues:

- Issues caused by factors outside of our reasonable control

- Issues that result from any actions or inactions by you or a third-party

- Issues that resulted from your equipment and/or third-party equipment (not within the primary control of Sezzle)

- Issues that arise from our suspension or termination of your right to use Sezzle in accordance with the Sezzle Merchant Agreement