

Dabicus Service Level Agreement (SLA)

Last Updated: January 28, 2026

This Service Level Agreement ("SLA") describes the service availability commitments and remedies applicable to the Dabicus platform ("Dabicus," "we," "us," or "our"). This SLA is part of and governed by the Dabicus Terms of Service ("Terms").

1. Service Availability

Dabicus will use commercially reasonable efforts to provide the Dabicus platform with 99.0% monthly uptime, excluding Permitted Downtime.

2. Permitted Downtime

Permitted Downtime includes scheduled maintenance, emergency maintenance, third-party service failures (including Stripe), network failures outside Dabicus' control, customer misconfiguration, and force majeure events.

3. Service Credits (Exclusive Remedy)

If uptime falls below 99.0%, customers may request service credits as follows:

- Below 99.0%: 5% credit
- Below 97.0%: 10% credit
- Below 95.0%: 25% credit (maximum)

Service credits are the sole and exclusive remedy for service availability issues.

4. No Guarantee of Business Outcomes

Dabicus makes no guarantees regarding revenue, bookings, payments, or compliance outcomes. Dabicus provides software tools only.

5. Payment Processing Disclaimer

All payments are processed by third-party providers such as Stripe. Dabicus does not store or process card data and is not responsible for payment failures, disputes, or processor downtime.

6. Data, Security, and Compliance

Customers are responsible for determining whether Dabicus meets their regulatory or compliance requirements. No system is guaranteed to be secure.

7. Limitation of Liability

To the maximum extent permitted by law, Dabicus shall not be liable for indirect, incidental, or consequential damages. Aggregate liability is limited to fees paid in the prior twelve (12) months.

8. Exclusions

Nothing in this SLA limits liability where prohibited by law, including willful misconduct or fraud.

9. Modifications

Dabicus may update this SLA at any time by posting a revised version. Continued use constitutes acceptance.

10. Governing Law

This SLA is governed by the laws of the State of [STATE].