

Lox Solution Service Level Agreement (SLA)

As of 29 October 2025, Lox Solution B.V. has legally merged into Sendcloud B.V. All rights and obligations of Lox Solution B.V. have therefore transferred to Sendcloud B.V. by operation of law. Your existing agreements and our services continue without change, but Sendcloud B.V. is now your contracting party.

Effective Date: September 1, 2023

1. Introduction and Scope

This Service Level Agreement ("SLA") serves as a foundational document outlining the standard terms and conditions under which services are provided by Lox Solution. This SLA is incorporated into individual contracts established between Lox Solution and its esteemed clientele, thereby constituting an integral component of the overall contractual relationship.

2. Comprehensive Service Description

Lox Solution offers a delivery issue management system that automates the claiming process with parcel delivery companies. The software is designed to provide status updates on ongoing investigations and claims, thereby enhancing operational efficiencies for its customers.

3. Commitment to Service Availability

Lox Solution maintains a steadfast commitment to high service availability, striving for a 99% uptime measured on an annual basis during standard business hours. It should be noted that these business hours are influenced by the Dutch calendar and exclude Dutch national holidays. Additionally, the availability commitment is subject to exceptions for circumstances beyond Lox Solution's control, commonly known in legal terms as "force majeure."

4. Data Storage, Security, and Compliance

Lox Solution employs robust security measures to store various types of data essential for claim management and service delivery securely. This includes tracking numbers, sales orders, track and trace information, and invoices sent by carriers to their customers and/or Lox Solution's

clients. All data storage and processing activities comply strictly with the General Data Protection Regulation (GDPR) and other relevant European data protection laws.

5. Service Performance Metrics and Customer Support

Lox Solution is committed to delivering exceptional customer service. The company pledges to respond to customer inquiries within a timeframe of 2 business days. Furthermore, Lox Solution aims to resolve 90% of issues within 5 working days. These metrics are established to meet and exceed the service expectations of its valued clientele.

6. Governing Law and Jurisdiction

For the avoidance of doubt and to ensure legal clarity, this SLA, like all individual contracts between Lox Solution and its customers, is governed by the laws of the Netherlands. Any disputes arising out of this SLA shall fall under the exclusive jurisdiction of the Dutch courts.

7. Amendments and Revisions

Lox Solution reserves the right to amend or revise this SLA at any given time. Clients will be duly notified of any modifications, which will be published on the official Lox Solution website.