



TDG Marketplace Service Level Requirements

OVERVIEW

At TDG, our sellers are our partners. We believe that when our sellers succeed, our customers have better experiences which benefit everyone.

Our Service Level Requirements set clear expectations around fulfillment, shipping, and communication, so guests know what to expect every time they shop. We ask three things:

1. **Ship orders on time** within our established window
2. **Maintain your inventory** so guests aren't disappointed by cancellations
3. **Stay responsive**; timely communication builds the trust that keeps guests coming back

Sellers who are unable to meet these requirements may have their shop suspended and listings hidden from the site until the issue is resolved. Before any suspension, we'll work with sellers to understand the situation and give a clear path to get back on track.

We're committed to setting our partners up for success: providing clear documentation, sharing performance data, and working through challenges when they arise.

METRICS & DEFINITIONS

Metric	SLA
Late Shipment Rate	2 business days
Cancel Rate	3% or less
Response Time	1 business day

1. Late Shipment Rate = late orders ÷ total orders.
 - An order is considered late when the order has not shipped within 2 business days (it shows a “Late” indicator).
2. Cancel Rate = canceled accepted order lines ÷ total accepted order lines

- Mirakl uses order lines to track statuses and actions (ship, cancel, refund) at item level. If an item is cancelled due to out of stock, it counts as a canceled accepted order line
3. Response Time = how long a shop takes (in days) to reply to a Guest Care message thread, measured from the thread creation date to the shop's first reply

SUSPENSION

Upon suspension, sellers' listings are temporarily hidden from the marketplace website. It does not affect existing orders, which must still be fulfilled. A suspension is used as a last resort. Sellers will receive a warning and an opportunity to course-correct before suspension is triggered. Once metrics return within the required thresholds, listings are restored automatically.