



SERVICE LEVEL AGREEMENT
REWARDS & LOYALTY PROGRAM
FOR SMALL & MEDIUM SIZED MERCHANTS
(SLA-SMB)

OV Loop, Inc. works diligently to ensure that our software is easy to use, and that functionality continues to meet business requirements with minimal issues. However, it is inevitable that merchants will have issues, questions or comments that require support in their use of OV Loop solutions.

Under the OV support model, we will provide support to merchant accounts as needed to address any issues that arise from usage or reporting of our solutions.

Support hours for OV Loop are M-F 9AM to 5PM Eastern, excluding holidays. During these normal business hours, OV Loop will attempt to respond within 1 hour. For support requests received outside of these normal business hours, OV Support will respond on the next business day.

Primary Points of Contact for OV Support

- Knowledge Base: <https://ovloop.com/support>
- Email: support@ovloop.com
- Phone: 1-978-254-4805