ClubJooced
EXCLUSIVE SUPPORT CONCIERGE

SERVICE LEVEL AGREEMENT

FOR BLACK LEVEL MEMBERSHIP

This Service Level Agreement is entered into as of the **21st** day of **January 2025** by and among:

Site Service Provider:	Jooced Custom Sound & Vision Ltd
Located at:	Unit 1 Imex Business Park, Upper Villiers Street, Wolverhampton, West Midlands, WV2 4XA
Remote Service Provider:	Parasol (A part of Snap One)
Located at:	Snap One , 1800 Continental Blvd #200, Charlotte, NC 28273, The United States of America.
Buyer(s)/ Client(s):	Mr Joe Sample
Site Address:	Whitehaven House, Imperial Way, Birmingham, B18 6AA
Site Name:	Whitehaven House

Details of Maintained Equipment
All Jooced provided hardware and equipment as detailed in Contract Agreement dated 31st July 2025 and Quotations 2630-A and 2653-S.

Services: Service Provider agrees to provide and Buyer agrees to purchase the following services as described below:

CLUBJOOCED SUBSCRIPTION – BLACK LEVEL		
Description of Included Service(s)	**Service Provider**	**Contact Details**
24/7 Telephone Support	Parasol	**+44 (0)1902 953137**
24/7 Email Support	Parasol	**club@jooced.co.uk**
Proactive Remote Monitoring & Remote Repair	Parasol	N/A
In Home Support Visit Response Time **1 Working Day**	Jooced	Working day is defined as Monday to Friday 9am – 5pm with the exclusion of public holidays.
Annual Service **In Home** **2 x Per 12 Month Period**	Jooced	Email support@jooced to book.

SAMPLE

Control4 Authorized PLATINUM Dealer
CEDIA MEMBER
NICEIC DOMESTIC INSTALLER

JOOCED CUSTOM SOUND & VISION LTD
UNIT 1, IMEX BUSINESS PARK, UPPER VILLIERS STREET,
WOLVERHAMPTON, WEST MIDLANDS WV2 4XA
0845 46 36 721 | enquiries@jooced.co.uk | www.jooced.co.uk
Company Number: 07536051 VAT Number: 142075832

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Charges: Buyer agrees to pay the service provider for services where relevant at the below rates:

Description of Charge/Fee	Service Provider	Frequency of Charge	Fee (Inclusive of VAT)
ClubJooced Subscription Black Level	Jooced	Monthly	**£150.00**
In Home Support Labour Rate	Jooced	Hourly	**£89.00/Hour**
In Home Support Visit Cancellation Fee	Jooced	One-off	**£178.00**

This Service Level Agreement is to be read in conjunction with the ClubJooced Terms and Conditions.

SAMPLE

JOOCED CUSTOM SOUND & VISION LTD
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