



Service Level Agreement

Version 03. 3/27/2026

SLA for UiPath Supply Chain & Retail Solution (previously known as Peak)

This service level agreement (“**Service Level Agreement**” or “**SLA**”) is provided by UiPath UK Ltd (“**UiPath**”, “**UiPath Supply Chain & Retail Solutions**”, “**we**,” “**us**” or “**our**”) to our customers (“**you**” or “**your**”) in relation to your access to our Artificial Intelligence platform (“**Platform**”) and any other Services which we may provide to you, each of which is governed by: (i) an order form; and (ii) the Licensing Agreement (collectively, “**the Agreement**”).

Any defined terms used in this Service Level Agreement shall have the same meaning given to them in the Agreement or the relevant order form, unless the context requires otherwise.

1. DEFINITIONS AND INTERPRETATION

In this Service Level Agreement, the following words and expressions have the following meanings:

1. “ Application ”	2. any application(s) currently used by you
3. “ Critical Unscheduled Maintenance ”	4. maintenance which is not Qualified Scheduled Maintenance but is required in the event of an emergency or time critical matter relating to the Platform which is, or is reasonably likely to, adversely impact Users and/or their use of the Application
5. “ Downtime ”	6. any time during which the Platform and/or the Application is not accessible (see paragraph 2.3)
7. “ Excusable Downtime ”	8. Downtime resulting from any of the causes set out in paragraph 6
9. “ Incident ”	10. has the meaning set out in paragraph 3.1
11. “ Non-Excusable Downtime ”	12. all Downtime other than Excusable Downtime
13. “ Platform and Application Accessibility ”	14. is expressed as a percentage and calculated by the formula $(T-D) / T$ where: 15. “T” means the total number of minutes in the respective calendar month; and 16. “D” means the total number of minutes of Non-Excusable Downtime in the respective month
17. “ Qualified Scheduled Maintenance ”	18. scheduled maintenance between 6.00 pm and 10.00 pm (UK local time) on the fourth Wednesday of each month, or any other time for which we provide you with at least four (4) weeks’ notice, such time period not to exceed more than four (4) hours in a calendar month
19. “ Support Hours ”	20. those support hours designated in your contracted Support Tier, as outlined in Appendix A at Table 1

2. MEASUREMENT OF PLATFORM AND APPLICATION ACCESSIBILITY

- Following the Platform and Application going live, we will maintain Platform and Application Accessibility of 99.95%.

2. You will notify us as soon as practicable upon becoming aware of any Downtime in the Platform and/or the Application.
3. The Platform and Application Accessibility will, by default, be determined by reference to your ability to log in to the Platform.

3. **INCIDENT DEFINITION**

1. You shall report any issue or problem with the Platform and/or the Application (“**Incident**”) to us through one of the methods outlined in the Support Guide at **Appendix B**.
2. Incidents will be categorised by us, in our reasonable opinion at the time each Incident is reported, in accordance with the ‘Incident Severity Descriptions’ at Table 2 in **Appendix A**. We may subsequently change the priority of an Incident, if it is reasonable to do so.
3. When acknowledging the Incident, we will assign an Incident number which you must quote in all related communications thereafter.

4. **YOUR RESPONSIBILITIES IN RELATION TO THE SLA**

You agree to comply with the following obligations:

4.1 Before reporting a problem to us, you shall perform first level problem determination to confirm that the problem experienced by you is not connected with your applications or local area network.

4.2 If you are unable to confirm the root cause or determine that the problem is related to the Platform and/or the Application, we require as a prerequisite, a sufficient description of the problem in order to properly conduct troubleshooting. To that end, you must report:

4.2.1 when the problem started;

4.2.2 a description of the symptoms; and

4.2.3 any other pertinent information related to the problem.

4.3 You agree to provide all reasonable assistance to cooperate with our personnel during the troubleshooting.

4.4 You agree to notify us (as soon as practicable after becoming aware) if the Incident is solved or if the Incident has been located on hardware/software which we have not provided.

5. **EXCUSABLE DOWNTIME**

1. Qualified Scheduled Maintenance;
2. Critical Unscheduled Maintenance;
3. Force Majeure Events and viruses;
4. improper use (including use otherwise than in accordance with this SLA and the Agreement) or changes to the Platform and/or the Application made by you or any of your NMUK Affiliates;
5. any act or omission (including negligence or wilful misconduct) by you or any of your NMUK Affiliates or any person for whom you are responsible which prevents us from providing you access to the Platform and/or the Application;

6. Incidents caused by work, changes or alterations which you have made, or caused by your abuse, negligence, malicious acts or omissions or fraud by your representatives;
7. your request that we postpone troubleshooting;
8. your failure to comply with "Your responsibilities in relation to the SLA" as outlined in paragraph 4 above which results in a time delay;
9. the failure of equipment, telecommunications systems, hardware or software that is not provided by us; and/or
10. disconnection or suspension of the Platform and/or the Application by us pursuant to a right to do so under the Agreement.

6. SERVICE ADD-ONS, INTEGRATION, IMPLEMENTATION AND MAINTENANCE

1. This paragraph 6 shall apply if and to the extent that we provide you with any Service Add-Ons under an Order Form, or any other Services which may relate to ingestion of or access to your Customer Data, integration, implementation and maintenance of the Platform and/or the Application.

2. General Services Delivery

1. We shall use our reasonable skill and care in providing any deliverables and performing the Services and will do so in accordance with this Service Level Agreement.
2. You shall deploy appropriately skilled and qualified personnel in the performance of your obligations required to provide you with our Services and any deliverables, and provide us with timely input, direction, assistance and cooperation as we may require to provide such Services and any deliverables.
3. Any timescales or milestones provided in respect of the Services and any deliverables are indicative and for guidance only, and are our good faith estimates as to when such Services or any deliverables will be performed or provided and will be subject to your strict compliance with paragraph 6.2.2. The timescales are non-binding and time will not be of the essence in respect of the provision of any Services or deliverables.

3. UiPath On-Boarding

1. You shall have a dedicated account manager assigned to you to assist you in our Services delivery for the duration of any Order Forms. That account manager will introduce you to our Support team at the appropriate time who will then be your primary point of contact.
2. Your Users will be enrolled on our training and enablement programme as part of our on-boarding process, details of which will be provided to you separately.

4. Applications

1. To tailor the Application to suit your own business needs, we will either ingest your NMUK Data via an agreed method (should you purchase this service) or facilitate an agreed method of self service data ingestion.
2. You will receive an agreed level of support from our Data Science and Engineering teams to build or configure and train the model(s) for the Application to the specifications we have agreed separately in writing. Such support will include the building of the model, output and testing of the output in accordance with those agreed specifications.
3. You acknowledge and agree that (where applicable) we may need to change any previously agreed methodologies of ingesting or accessing your NMUK Data, and any tailored aspect of the Application may evolve with time following exploration and analysis, as this will be subject to the nature, quality and quantity of your NMUK Data and the capabilities of your own information systems and telecommunications.

APPENDIX A

UiPath Supply Chain & Retail Solutions Support Services

At UiPath Supply Chain & Retail Solutions, we offer three levels of support to our customers. This support is exclusively for AI applications that have either completed User Acceptance Testing or are already in commercial use, whichever milestone is achieved first.

You can easily reach out to our dedicated support team through the UiPath Customer Portal.

Upon receiving notice of an Incident, our team will promptly categorise the issue based on its severity. We are committed to responding to your concern within the initial response time specified for each support tier (as outlined in the below table), ensuring adherence to our Service Level Agreement. Your satisfaction and the smooth operation of your AI applications are our top priorities.

Table 1 - Support Tiers

	Bronze	Gold	Platinum
Knowledge Base Access	Yes	Yes	Yes
Application Output Monitoring	No	No	Yes
Data Ingest Monitoring	No	Yes	Yes
Support Hours (see supported time zones)	8.00 am -6.00 pm Mon-Fri (excluding bank or public holidays)	8.00 am -6.00 pm Mon-Fri (excluding bank or public holidays)	Urgent and High Severity Incidents: 24-hour support, every day Medium and Low Severity Incidents: 8.00 am -6.00 pm Mon-Fri
Initial Response Time - Urgent Severity Incidents	Within 4 hours	Within 90 minutes	Within 30 minutes

Initial Response Time - High Severity Incidents	Within 6 hours	Within 3 hours	Within 1 hour
Initial Response Time - Medium Severity Incidents	Within 8 hours	Within 4 hours	Within 2 hours
Initial Response Time - Low Severity Incidents	Within 10 hours	Within 6 hours	Within 3 hours

Supported Time Zones

UK & EU customers: UK local time

India customers: India local time

North America customers: Eastern Time Zone

Table 2 - Incident Severity Descriptions

	Description	Examples
Urgent	Platform wide & business critical issues which need to be addressed and resolved as the highest matter of urgency.	<ul style="list-style-type: none"> Platform is globally inaccessible Broken area e.g. Work > Workspaces all down, Console > User & Roles all broken Production Web app/ Dashboard Down
High	High priority tickets are time-sensitive issues which are stopping services or you from working.	<ul style="list-style-type: none"> Bug which is preventing the use of a feature Issue Redeploying App which has been previously working SQL Explorer not available Critical Feed/ Workflow Stuck or Broken/ Error
Medium	These tickets should be issues that are impeding your work or use of a specific platform feature slightly.	<ul style="list-style-type: none"> New App unable to deploy (no past functionality) Model output data not expected None Critical Feed/Workflow Error Outputs/Reports Delayed
Low	Low priority tickets are issues which are not impeding your work but may need to be raised and addressed in the long-term	<ul style="list-style-type: none"> A non platform-breaking bug (e.g. visual bug, formatting issue etc.) Platform Login error/ Password Reset Workspace storage increase New User onboarding Quota review/ Increase



Customer Portal –

User Manual

How to Raise and Manage a Support Case

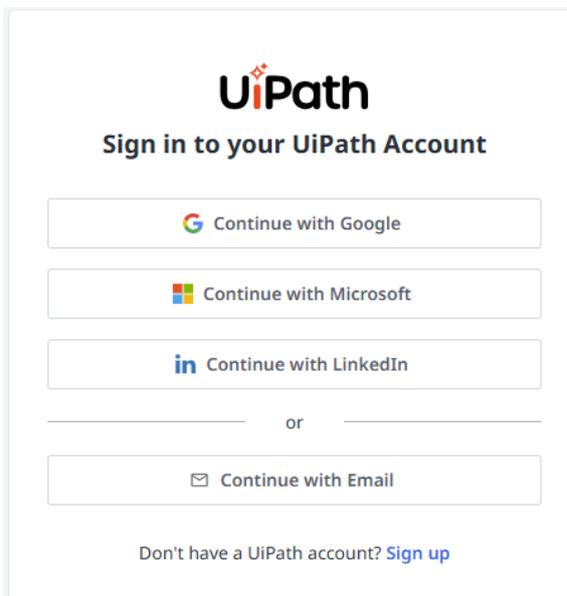
For PeakAI customers

Document description

This user manual provides a clear, step-by-step guide on how to raise and manage support cases in the **Customer Portal**. It explains how to open new tickets, track their status, and take actions such as reopening or following up on cases. The guide also details when to select specific categories and reasons—**Information, Administration, and Configuration**—for both **Peak AI Applications** and the **Peak AI Platform**, ensuring users choose the correct options for faster and more accurate support resolution.

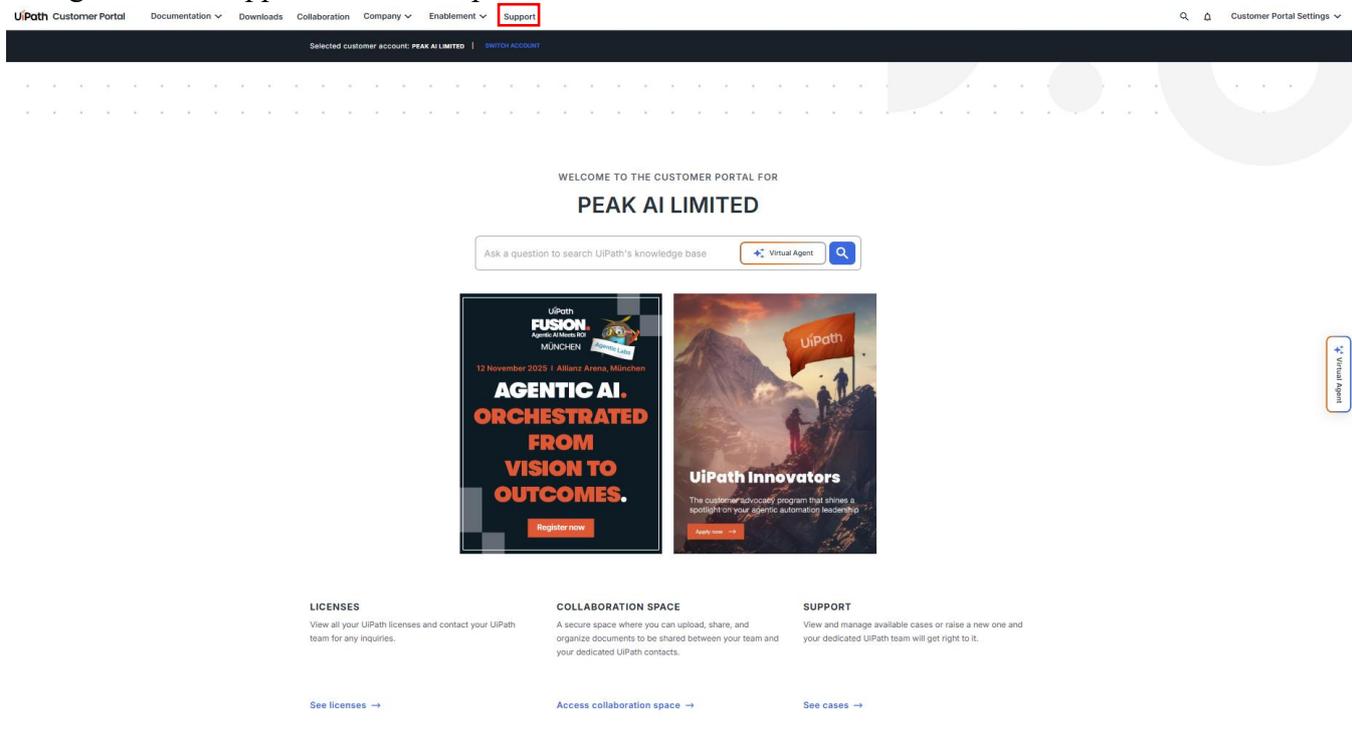
1. Accessing the Customer Portal

- Log in to Customer Portal via <https://customerportal.uipath.com/>



- On the landing page, you'll see your company name displayed

- Navigate to the Support tab at the top menu.



2. Viewing and Managing Existing Tickets

Under the Support tab you can see tickets opened in the last 6 months or browse older cases. Use filters to view Open Cases, Closed Cases, or All Cases.

Filter by

- 10 Open cases
- 0 Closed cases
- 10 All cases**

Browse all cases

No entity selected | Sort by: Date | Create New Case

Subject	Entity Name	Created On	Case #	Status
Test: Issue with promo prices that are not updating - Pricing AI		Oct 17 2025 12:43 PM	02703661	IN PROCESS
Test: Application Issue		Oct 08 2025 02:17 PM	02702921	IN PROCESS
test ticket creation		Oct 08 2025 01:15 PM	02702907	IN PROCESS

3. Creating a New Support Case

To open a new case:

1. Click Create New Case.
2. Choose one of the categories:
 - Technical Support

- License Queries
- Academy, Certification, or Academic Alliances

For product issues, select Technical Support.

Browse all cases

Navigation controls: "No entity selected" dropdown, "Sort by: Date" dropdown, search icon, and a blue "Create New Case" button.

Subject	Entity Name	Created On	
			Technical Support
			License Queries & Activation
			Academy, Certifications and Academic Alliance

4. Step-by-Step Case Creation

Step 1. Add Case Details: Provide a summary, detailed description and product name and optional an Error Message

Step 2. Select License Code: Choose from the dropdown the license code assigned to your account.

Please provide a detailed description of your issue to help us better understand and assist you.

Summary

Issue with promo prices not updating

Description

Some product prices in the live environment are not showing the latest promotional updates.
Please check if the pricing model and data feed are syncing correctly.

Error Message (Optional)

Enter an error message

License Code / Support ID

Select a license if listed, or manually type in and hit + Enter

8827-1713-6242-5671 - (UiPath - Flex Plan Bundle)

5. Selecting the Product and Type

Deployment Type: Select Automation Cloud.

Product Category:

- Peak AI Application: for Pricing AI, Inventory AI, etc.
- Peak AI Platform: for data sync, model configuration, access issues.

Deployment Type 

Product 

Select a reason that best describes this issue

Product Component Version

5.1 Choosing the Right Reason – Peak AI Application

When raising a support case for a Peak AI Application, you can choose between Information and Administration.

Information – Choose this when your request is about understanding or clarifying product functionality, documentation, or usage.

Examples:

- How to upload a new data feed in Pricing AI.
- What each metric in the dashboard means.
- Clarification on expected product behavior.

Administration – Choose this when your request involves user or account management, such as adding or removing users, updating permissions, or modifying account details.

Examples:

- Add a new analyst to Pricing AI.
- Update user access or workspace roles.

5.2 Reasons for Peak AI Platform

When you choose Peak AI Platform, you can select from three reasons: Information, Administration, and Configuration.

Information – Use this when you need documentation or clarification about the platform, such as API details or integration guidance.

Administration – Use this for access, account, or user management at the platform level.

Configuration – Use this for technical or behavioral issues, such as product malfunctions, data synchronization errors, or API connectivity problems.

Examples:

- Promo prices not updating in Pricing AI.
- Data feed not syncing between apps.
- Authentication errors connecting to API.

6. Additional Information

Priority: Choose urgency level.

Attachments: Up to 5 files, max 1 GB each. Supported: PNG, JPG, GIF, PDF, DOCX, XLSX and others

Priority 

Attachment (Optional)

Drop files to upload or click to browse


Up to 5 files (max. 1GB each). Supported file types: png, gif, jpeg, jpg, log, txt, doc, docx, pdf, xls, xlsx, csv, zip, config, evtx, xaml, tar, gzip, har, bz2, gz, 7z, nupkg, saz, json

7. Add Contact Information

Add First Name, Last Name, Email, Country, Phone Number, and Time Zone before creating the case.

Primary contact user details

Name

Email (Please verify your email's accuracy before submitting)

Country

Phone

Time Zone

I acknowledge that when submitting this request, I refrain from sending any protected health information, personal data, or sensitive categories of personal data as defined by the General Data Protection Regulation (GDPR) or by the Health Insurance Portability and Accountability Act (HIPAA). Please read more [here](#).

[Cancel](#)

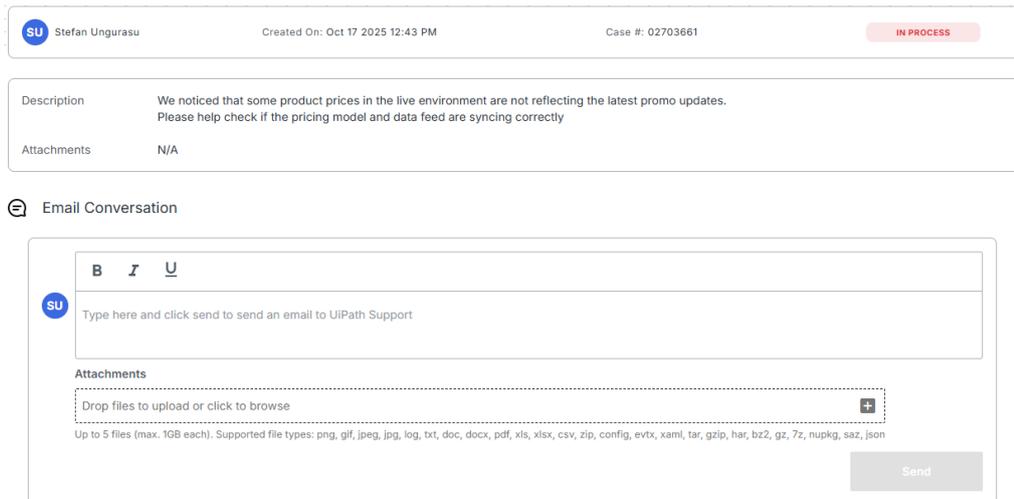
[Back](#)

[Create case](#)

8. Confirmation and Case Tracking

After submission, you'll receive confirmation and an email. You can view the case summary, status, conversation history, and upload more files.

Test: Issue with promo prices that are not updating - Pricing AI



The screenshot shows a support case interface. At the top, it displays the user 'SU Stefan Ungurasu', the creation time 'Created On: Oct 17 2025 12:43 PM', the case number 'Case #: 02703661', and a status 'IN PROCESS'. Below this is a description box containing the text: 'We noticed that some product prices in the live environment are not reflecting the latest promo updates. Please help check if the pricing model and data feed are syncing correctly'. The attachments section shows 'N/A'. Below the case details is an 'Email Conversation' section with a text input field containing the placeholder 'Type here and click send to send an email to UiPath Support'. There are also icons for Bold (B), Italic (I), and Underline (U). Below the text field is an 'Attachments' section with a dashed border and a plus icon, containing the text 'Drop files to upload or click to browse'. A small text below this says 'Up to 5 files (max. 1GB each). Supported file types: png, gif, jpeg, jpg, log, txt, doc, docx, pdf, xls, xlsx, csv, zip, config, evt, xaml, tar, gzip, rar, bz2, gz, 7z, nupkg, sar, json'. A 'Send' button is located at the bottom right of the email composition area.

9. Reopening or Following Up on a Case

You can reopen a case if closed less than 15 days ago, or follow up if older than 15 but younger than 180 days. Cases older than 180 days cannot be reopened.

10. Summary Table

Create Case – For new issues

Reopen Case – Closed < 15 days

Follow Up – Closed > 15 but < 180 days

Attach Files – Up to 5 files ≤ 1 GB

Set Time Zone – Ensures regional engineer assignment

11. Support Categories Summary

Technical Support → Application: Information, Administration

Technical Support → Platform: Information, Administration, Configuration

License Queries: License or activation questions

Academy/Certification: Learning and certification topics

12. Best Practices

- Include product name, environment, and clear issue description.
- Attach logs, screenshots, and error messages.
- Use the right category to reach the correct support team.
- Keep contact info and time zone accurate.