

Fonti Studio Service Level Agreement

This Service Level Agreement ("**SLA**") is an annex to the Fonti Studio General Terms and Conditions (the "**Terms**") of Fonti Studio. Capitalised terms have the meaning given in the Terms. Fonti Studio may amend this SLA from time to time; amendments are notified in advance and do not affect Orders already accepted. If an amendment has a material adverse impact on the Buyer, the Buyer may terminate affected Orders within thirty (30) days of the notification.

Version 1.0 (14 July 2026).

1. DELIVERY SERVICE LEVELS

1.1 Fonti Studio is a delivery service, not a hosted platform; service levels are therefore expressed as turnaround commitments, not availability percentages. In practice most subtitle work is delivered well ahead of the committed targets below (typically within 24 to 48 hours); the committed service levels are what the remedy in Article 2 attaches to.

1.2 The following target turnaround times apply, counted in Business Days (Belgian public holidays excluded) and starting only once (a) Manual Approval has been granted, (b) the Buyer's inputs are complete, accessible and technically usable, and (c) for full delivery, payment has been confirmed (or invoice terms agreed):

Deliverable	Target
Manual Approval decision	1 Business Day from receipt of a complete Order
Preview (first 5 minutes, per requested language)	5 Business Days from Manual Approval (typically within 48 hours)
Feature subtitles, full delivery (per language)	5 Business Days from payment confirmation (typically within 48 hours)
Trailer subtitles	5 Business Days from payment confirmation (typically within 24 hours)
Series episodes	Agreed per Order (season schedules in the order confirmation)
Dub, full delivery (per language)	15 Business Days from payment confirmation for a feature, unless a different schedule is agreed in the order confirmation
Corrected re-delivery after a confirmed defect (Article 3)	3 Business Days from confirmation of the defect

1.3 Timeframes are suspended while Fonti Studio is waiting for Buyer input (missing materials, unanswered questions on glossary or creative choices, pending approvals), and do not run during force-majeure events or third-party provider outages beyond Fonti Studio's reasonable control.

2. REMEDY FOR MISSED DELIVERY

2.1 If Fonti Studio misses a full-delivery target in Article 1.2 for reasons solely attributable to Fonti Studio, the Buyer is entitled to a discount of twenty percent (20%) on the fee for the affected language(s) of the affected Deliverable.

2.2 This discount is the Buyer's sole and exclusive remedy for missed delivery targets. It does not apply to the free Preview, to the typical times stated in brackets (which are indicative), or to timeframes "agreed per Order" where no firm date was confirmed in writing.

3. DEFECTS AND REVISIONS

3.1 Defect window. The Buyer has seven (7) days from receipt of the full Deliverables to report material defects in writing (per the Terms, Article 4.3). A report must identify the affected cues or timecodes and describe the issue so it can be reproduced or verified.

3.2 Defects: always fixed, free. The following are defects and are corrected at Fonti Studio's cost, with re-delivery per Article 1.2, without limit on count within the defect window: mistranslation or meaning error; wrong or inconsistent glossary term (names, places, established terminology); wrong language output; timing errors (drift, overlap, out-of-sync cues); reading-speed, line-length or formatting breaches of the agreed subtitle specification; missing or duplicated cues; for dubs: wrong speaker attribution, wrong-gender or off-pitch renders, loudness non-compliance, and audible artifacts.

3.3 Editorial revisions: one consolidated round included. Preferential changes that are not defects (style, tone, alternative word choice, a different reading of an ambiguous line) are included as one (1) consolidated revision round per language per Order, provided the requests are supplied as a single list referencing cue numbers or timecodes. Fonti Studio implements reasonable editorial requests from this round at no charge and advises where a request would breach the subtitle specification (e.g. reading speed), in which case the specification prevails unless the Buyer expressly instructs otherwise in writing.

3.4 Out of scope. The following are new work, quoted separately before execution: revision requests after the defect window or beyond the included round; changes caused by a new or altered Master (new cut, re-conform, changed reel structure); additional languages, formats or tracks not in the Order; corrections to source materials supplied by the Buyer (e.g. an erroneous CCSL) beyond what Fonti Studio already flags during production; and repair of subtitle files not produced by Fonti Studio.

3.5 Client review is part of the flow. Fonti Studio encourages a native-speaker review by the Buyer or its distributor during the defect window; genuine issues found there are handled under 3.2/3.3 at no charge.

4. SUPPORT

4.1 The Buyer can reach Fonti Studio at **hello@fonti.studio**. Support is available during Office Hours: Monday to Friday, 9:00 to 17:00 CET/CEST, Belgian public holidays excluded. Using this address is essential; messages to personal addresses are not covered by the response times below.

4.2 When reporting an issue, the Buyer provides: the title and Order reference, the affected language(s) and file(s), the affected cues or timecodes, a short description, and the proposed priority.

4.3 Fonti Studio classifies reports and responds within the following times:

Level	Description	First response
Critical (P1)	A delivery is blocked or a delivered file is unusable for an imminent, communicated release deadline	4 office hours

High (P2)	Confirmed defect in a delivered file, no imminent deadline	1 Business Day
Medium (P3)	Editorial revision round, questions on files or specifications	2 Business Days
Low (P4)	General questions, future orders, feature requests	3 Business Days

4.4 For P1 issues, Fonti Studio continues to work during Office Hours until the issue is resolved or an acceptable interim solution is delivered, prioritising it over lower-priority work.

5. ESCALATION

5.1 If the Buyer reasonably believes a report is not being handled within the levels above, it may escalate by marking the email "ESCALATION" in the subject; escalations are reviewed by management within one (1) Business Day.

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