



Service Contract – All Clients effective

January 1, 2010

Service Contracts Cover:

1. Any computer failure caused by normal use, that does not work or function normally, which requires a part to replace.
2. Any printer failure due to normal use.
3. Any peripheral that fails from normal use.
4. Recovery of data from a valid backup medium.
5. Unlimited phone support.

Service Contracts Do Not Cover:

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| 1. Fire, Theft and Obvious Lightning Strikes. | 8. Cable inside of Walls. |
| 2. Data Loss, or Corrupt Data. | 9. Uninterrupted power supplies. |
| 3. Any software upgrades. | 10. Software program bugs. |
| 4. Label jams in printers. | 11. Backup Tapes. |
| 6. Wearable Parts, such as rollers or toner. | 12. Notebook Hardware. |
| 7. Dropped or purposely mutilated equipment | 13. All in one printers. |

Service is for Mon- Sat (Sun \$220 Extra) Service hours for you are: 9am – 6pm

Terms of all contracts:

1. *Exceptions to these contract rules can occur if agreed to by Seller in writing before contract is started.*
2. *Service Contracts must be renewed before the contract expires.*
3. *Any non-contract work will be billed at our normal billing rate of \$160 1st hr, \$110 hr each hour after.*
4. *New purchases are always billable for parts and labor.*
5. *All new purchases must be paid within 45 days, or this contract will be suspended*
6. *Contracts that are cancelled or abandoned by client are non refundable in part or in whole.*
7. *Contract is only for equipment covered at signing, contracts are subject to change as equipment changes.*
8. *When total cost of contract is divided by number of hours worked drops below 90.00 per hour, all additional hours will be charged for at a rate of 90.00 per hour for whatever time is worked.*
9. *Any agreed to termination of this contract must be done in writing with all conditions reasons.*