



Service Contract – All Clients effective

January 1, 2012

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:

1. Fire, Theft and Obvious Lightning Strikes.
2. Data Loss, or Corrupt Data.
3. Any software upgrades.
4. Label jams in printers.
6. Wearable Parts, such as rollers or toner.
7. Dropped or purposely mutilated equipment
8. Cable inside of Walls.
9. Uninterrupted power supplies.
10. Software program bugs.
11. Backup Tapes.
12. Notebook Hardware.
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 credit card authorizations in the efforts of our work to another company are required to be paid for by the client.*
10. *Work that exceeds or is outside of our capabilities is not covered in this contract.*