

# Copier / Duplicator / MFD SERVICE AGREEMENT

Begin Meter \_\_\_\_\_  
 Begin Date \_\_\_\_\_  
 End Date \_\_\_\_\_

Name	Date
Address 1	Contact
Address 2	Telephone
City/State/Zip	Fax Number
Equip. Location	

1) Southeast Business Systems, Inc. is authorized to place under maintenance the equipment listed below for the number of copies listed, or one year at the prevailing rates.

Manufacturer	Per Copy x	Copies per <u>Month</u> / Year / Term =
Model Number	Type of Coverage	+ Installment Fee
Serial Number		+ % Sales Tax
TONER ALLOWANCE		Base Rate per <u>Month</u> / Year / Term =
**EXCESS COPIES WILL BE BILLED AT THE PER COPY RATE OF		

2) The equipment listed on this form will receive one regular inspection during the one year term of this agreement, unless otherwise specified, to include the inspection, adjusting, and lubrication of machines so covered. This agreement also includes interim calls, during normal business hours, as reasonably requested, required by causes other than carelessness or improper handling and use of this equipment, excluding damage caused by fire, lightning, power surges, riots, or acts of God.

3) Customer understands that this agreement shall be void if repairs are made by anyone not so authorized by Southeast Business Systems, Inc. Also, the master operator shall be responsible to perform the duties outlined in the operator's manual on a weekly basis.

4) Any supplies will be purchased by the customer and are not included in this agreement, unless otherwise noted. Only OEM (Original Equipment Manufacturer) recommended supplies shall be used. The use of non-OEM supplies will void this contract.

5) Customer understands that liability with respect to any property damage or injury (including death) to persons arising from, or connected with services performed under this agreement, is limited strictly to that imposed by law and there is no contract imposing any greater degree of liability on Southeast Business Systems, Inc.

6) No modification or amendment to this agreement will be binding unless in writing and signed by an officer of Southeast Business Systems, Inc.

7) The transfer of equipment covered by this agreement to a location outside our normal service area will exclude it from the terms of this agreement. Also, service rates on equipment transferred to a different zone within our service area during the term of this agreement will be adjusted to the rate for the new zone.

8) The term of this agreement is for a period of one year (unless otherwise specified) and is automatically renewed (at the sole discretion of SBS, Inc.) at prevailing rates, unless terminated with 30 days written notice by either party.

9) Applicable sales, use or property taxes shall be assessed as prescribed by law.

10) Southeast Business Systems, Inc., makes no warranties, express or implied, of merchantability, fitness for a particular purpose, performance, condition, capacity or otherwise, except as herein expressly set out. Southeast Business Systems, Inc., cannot be held liable as to the fitness of the above equipment from the manufacturer, only as service representative.

11) Customer shall indemnify and save SOUTHEAST BUSINESS SYSTEMS, INC. harmless from any and all liability, loss, damage, expense, cause of action, suits, claims for judgements arising from injury to person or property resulting from actual or alleged use, operation or transportation of the equipment or its location or condition after it has been delivered to the customer by SBS, INC.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_ SBS Inc. Authorization \_\_\_\_\_

## **EXTENDED WARRANTY AGREEMENT OPTIONS**

### **FULL COVERAGE PLAN: Includes all parts and labor, plus drum.**

- 1] Billed at the stated rate per copy for the contract copy allowance.
- 2] Minimum annual copy allowance is 30,000 copies [regardless of machine type].
- 3] Full Coverage is available on new copiers only, and does not include developer.
- 4] Excludes external parts such as outer shell and Document Feeder belts.
- 5] Should an SBS technician inform a customer of misuse of a particular part of the equipment and the customer continues to misuse said part, that part will be excluded from coverage for the duration of the contract.

### **PRACTICAL COVERAGE: Parts and labor except drum.**

- 1] Billed at the stated rate per copy for the contract copy allowance.
- 2] As per [2] above.
- 3] Available on new or refurbished copiers.
- 4] As per [4] above.
- 5] As per [5] above.

### **“BUNDLED” COVERAGE**

- 1] Includes all parts, labor, drum, black toner and developer for the contract copy allowance [all supplies except sorter staples and copy paper]. Customer is allowed a specified quantity of toner [allowance noted on reverse page] based on the contracted number of copies and the Toner Yield [with 6% image area] as stated by the Manufacturer. Your actual toner yield greatly depends on the amount of image area your copies generally have—the more image area you have on your originals, the less your toner yield will be. **The Customer agrees to purchase and/or be billed for any amount toner that exceeds their toner allowance stated in this contract.**
- 2] As per [2] above.
- 3] As per [4] above.
- 4] As per [5] above.

### **LABOR ONLY PLAN [Schools Only]**

- 1] Billed at the stated rate—the number of calls for one year shall not exceed ten [10].
- 2] Customer pays for all parts and agrees to have an SBS technician replace any parts needed to keep the copier in good operating condition.

### **STANDARD DUPLICATOR FULL COVERAGE Parts and labor except thermal head.**

- 1] Billed at the stated rate per copy for the contract copy allowance.
- 2] Excludes SCREENS / INK PADS and external parts such as outer shell and Document Feeder belts.
- 3] As per [5] above.