



PRINTER MAINTENANCE SERVICE AGREEMENT

- 1) **CTC** will respond within 4 to 6 business hours on all **Emergency** service requests.
- 2) **CTC** will provide a minimum of two (2) preventive maintenance service calls during the term of this agreement.
- 3) **CTC** will provide equitable loaner equipment in emergencies and/or if repairs will take longer than three (3) business days.

PRINTER MAINTENANCE AGREEMENT TERMS

- 1) **CTC** includes all Non-consumable parts and labor for the term of this contract only. The term of this contract shall be for a period of one (1) year from the date of formal acceptance. Formal acceptance requires an authorized signature on behalf of your firm and date of acceptance. Any repairs, services, or maintenance furnished by **CTC** without formal acceptance of this agreement will be billed at \$85.00/hr.
- 2) **CTC** does not cover consumable parts in the term of this agreement. Examples of consumable items are: batteries, printer ribbons, toner cartridges, ink cartridges, etc.
- 3) **CTC** shall not be liable for any loss, damage, or claim resulting from the servicing of your equipment; except for loss or damage caused by the negligence of **CTC** or where **CTC** has taken possession of Client's equipment. In no event shall **CTC** be responsible for: (i) any special, indirect, incidental, or consequential damages; (ii) any damages resulting from loss of use, data, or profits.
- 4) **CTC** shall not be obligated under this Agreement for services necessitated by, arising from, or related to any of the following incidents: Acts of God, accident, water damage, negligence, use or storage or maintenance of the equipment contrary to the directions of the manufacturer, errors in code: whether in software or firmware, services performed after Effective Date of this agreement by persons other than those authorized by **CTC** or any other cause not associated with normal use.
- 5) Network services are not covered under this agreement. All network maintenance (if applicable) will be billed at an hourly rate of \$75.00 per hour plus parts if any are required.
- 6) Software support is not covered under this agreement. All software maintenance (if applicable) will be billed at an hourly rate of \$75.00 per hour plus updates if any are required.
- 7) **CTC** reserves the right to remove or replace, under this agreement, any equipment at the listed prices throughout the term of this agreement.
- 8) Per this contract, CTC covers all services stated above, for the length of one (1) year.

Accepted ____/____/____

Accepted ____/____/____

Coast To Coast Computer Products

Client