

PRINTER/FAX/COPIER ELITE SERVICE CONTRACT

Printer/Fax/Copier Elite Service Contract includes a service contract by Bay Area Laser Printer & Fax Repair, Inc. (Bay Area Laser) of the customer's printer/fax/copier(s) and fully warrants labor (excluding parts, consumables, and paper cassette trays) on the printer/fax/copier(s) as well as one cleaning for each printer/fax/copier (s) for a period of one year. Bay Area Laser will provide labor as necessary for repairs during the term of the contract to keep the printer/fax/copier(s) in their best operating condition. The printer/fax/copier(s) will be serviced on the customer's premises, unless it is necessary to remove the printer/fax/copier(s) to Bay Area Laser's repair shop in which case a loaner printer of Bay Area Laser's preference, will be provided free of charge.

Products Eligible: This agreement applies to the printer/fax/copier(s) (excluding computer workstations and/or software program) purchased and retained at installed location. The printer/fax/copier(s) must be in normal, working condition to be eligible under the contract. A Bay Area Laser technician must evaluate the printer/fax/copier(s) prior to eligibility date of the contract. Additional work performed by Bay Area Laser's technicians to restore the printer/fax/copier(s) to normal operating conditions will be charged at Bay Area Laser rates.

Items Warranted: All printer/fax/copier(s) labor (excluding parts, maintenance kits, toner cartridges, drums, paper cassette trays, and additions to main printer) are fully warranted against damage or failure for the term of the contract.

Exclusions: Failures from non-conformance of manufacturer's site and media specifications (use owner's manual as guide), use of consumables other than OEM (Original Equipment Manufacturer) or Bay Area Laser's consumables are subject to Bay Area Laser's normal rate charge, if it is found that the printer/fax/copier(s) failure occurred by any other brand consumables, customer misuse, unusual electrical conditions, vandalism, improper line voltage, natural disaster, fire and water damage, damage while in transportation, or acts of God are specifically excluded.

Service Level: If the printer/fax/copier(s) should fail at any time and for reasons covered by this contract, a Bay Area Laser technician will arrive on site within 24 hours provided scheduling permits. All services shall be performed during regular business hours (8:00am-5:00pm) excluding weekends and holidays. Bay Area Laser reserves the right to sub-contract out any service/repairs needed by the customer at no additional cost to the customer. Service of the equipment by any person not authorized by Bay Area Laser will invalidate the contract.

Customer Responsibilities: Customer is responsible for conformance of site to manufacturer specifications, report of any move of the printer/fax/copier(s) to any place other than original location when contract was signed, use of consumables either by OEM (Original Equipment Manufacturer) or Bay Area Laser's, use of surge protector, and modem protector during the duration of this contract. In the event of any reported printer/fax/copier(s) problem, customer should immediately contact Bay Area Laser and a technician will schedule a service/repair as indicated above. The customer must provide access to the technician for the printer/fax/copier(s) and consumables that the

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customer uses during normal operation of the printer/fax/copier(s) during the said service/repair.

Terms and Pricing: This contract is non-transferable. The transfer of the equipment to a location outside of our servicing area will void the terms of the contract. Service will continue for one year unless terminated by either party upon submittal of 30 days written notice. The Printer/Fax/Copier Elite Contract for a given printer/fax/copier(s) will begin immediately upon signing of both the customer and Bay Area Laser and payment of said contract. Customer will be billed annually with a new signing of a year contract and coverage will continue when payment is received. The Printer/Fax/Copier Elite Service Contract is at a cost of \$ _____ *from* _____ *to* _____ for the following printer(s):

- | | | | |
|-----|-------|----------|-------|
| 1. | _____ | Serial # | _____ |
| 2. | _____ | Serial # | _____ |
| 3. | _____ | Serial # | _____ |
| 4. | _____ | Serial # | _____ |
| 5. | _____ | Serial # | _____ |
| 6. | _____ | Serial # | _____ |
| 7. | _____ | Serial # | _____ |
| 8. | _____ | Serial # | _____ |
| 9. | _____ | Serial # | _____ |
| 10. | _____ | Serial # | _____ |

COMPANY NAME

COMPANY REPRESENTATIVE

SIGNATURE/DATE

Bay Area Laser Printer & Fax Repair, Inc.
COMPANY NAME

Christina Clingan, CEO
COMPANY REPRESENTATIVE

SIGNATURE/DATE