

## **SHREDDER SERVICE CONTRACT**

**Shredder Service Contract** includes a service contract by Bay Area Laser Printer & Fax Repair, Inc. (Bay Area Laser) of the customer's shredder(s) and fully warrants labor, excluding parts, on the shredder(s) as well as one cleaning for each shredder(s) for a period of one year. Bay Area Laser will provide all labor, parts, and materials necessary for repairs during the term of the contract to keep the shredder(s) in their best operating condition. The shredder(s) will be serviced on the customer's premises, unless it is necessary to remove the shredder(s) to Bay Area Laser's repair shop.

**Products Eligible:** This agreement applies to the shredder(s) purchased and retained at installed location. The shredder(s) must be in normal, working condition to be eligible under the contract. A Bay Area Laser technician must evaluate the shredder(s) prior to eligibility date of the contract. Additional work performed by Bay Area Laser's technicians to restore the shredder(s) to normal operating conditions will be charged at a Bay Area Laser rates.

**Items Warranted:** Labor on all shredder(s) (excluding parts and consumables) are fully warranted against damage or failure for the term of the contract. Parts will be billable at a 25% discount off regular price.

**Exclusions:** Failures from non-conformance of manufacturer's site specifications, 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 shredder(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 shredder(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 including daily maintenance and lubrication, report of any move of the shredder(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 during the duration of this contract. In the event of any reported shredder(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 shredder(s) and consumables that the customer uses during normal operation of the shredder(s) during the said service/repair.

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**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. If the customer needs to switch a shredder(s) covered under contract to another shredder(s), based on product eligibility, the covered shredder(s) will be pro-rated and the difference will go towards the new contracted shredder(s). The Shredder Contract for a given shredder(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 Shredder Service Contract is at a cost of \$ \_\_\_\_\_ *from* \_\_\_\_\_ *to* \_\_\_\_\_ for the following shredder(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