



CENTRAL BUSINESS SYSTEMS

Your TOTAL TECHNOLOGY Solution

Maintenance Agreement

COMPANY: Lexington Parks and Recreation		Rep:
ATTN: Christina Hill		
ADDRESS: 545 N. Upper St. 3 rd Floor		
CITY: Lexington		STATE: KY ZIP: 40508
TELEPHONE: 859-288-2922		FAX:
ANNUAL MAINTENANCE: No	MULTI YEAR:	# OF YEARS:
MAINTENANCE INCL. IN LEASE: Yes	LEASE TERM: 60	#MONTHS @ \$42.40 /MO:

Equipment Covered

MODEL	DESCRIPTION	SERIAL NUMBER	CHARGE
IH600AF	Hasler mailing system		
IHWP70	Hasler 70 LB weigh platform		
TOTAL			\$

This document includes important information about the Maintenance Agreement between Central Business Systems and the customer listed above.

For Annual Agreement: Central Business Systems will receive in advance, the amount listed above for a Maintenance Agreement on your Postage/Mailing Equipment. Contract will begin within 30 days of equipment installation. The agreement will renew at the end of the coverage period, automatically, for one year at the new yearly rate unless cancelled in writing by certified mail not less than 30 days nor more than 90 days prior to scheduled termination date.

For Leased Maintenance: Your Postage/Mailing Equipment is covered by a maintenance agreement and is non-cancelable and will remain in effect for the term of the lease. Coverage begins on the commencement date of the lease.

This coverage extends only to you, the original purchaser of the equipment, and is **Non-Transferable**. You are entitled to service if a hardware repair is required on your Postage/Mailing Equipment within the coverage period. This limited coverage is valid only within Central Business Systems normal service area and hours.

Initial _____ Date _____

Lexington
859-276-1690

Louisville
502-238-3196

Charleston
304-343-0218

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What are the terms of this Hardware Maintenance Agreement?

During the coverage period, Central Business Systems will repair or replace defective hardware components with serviceable components that are equivalent or superior in performance. On certain types of Postage/Mailing Equipment, Central Business Systems will perform, at least once during the coverage period, a **Regular Inspection** to include cleaning, lubrication, adjustments and testing if required.

Service will be performed during **Normal Business Hours**, Monday through Friday, 8:00 AM to 5:00 PM. Emergency Service required after **Normal Business Hours** and on **Observed Holidays** of Central Business Systems is not included under the Maintenance Agreement and will be billed at overtime hourly rates.

How do I obtain service?

To obtain service, call Central Business Systems. An attempt will be made to diagnose and troubleshoot your problem over the telephone and, if necessary, a Technical Representative will be dispatched to your location.

If you chose to mail your product to Central Business Systems, you must prepay any shipping charges, taxes, or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned. You assume risk or loss during shipping.

NOTE: shipping user-replaceable parts, such as keyboards, computer mice, cables, monitors, brushes, sponges and similar devices, directly to you, may fulfill Maintenance service agreement.

What is not covered by this Maintenance Agreement?

- Products purchased from anyone other than Central Business Systems
- Consumable supplies.
- Additional Training after the basic installation training is not covered but can be purchased
- Damage from misuse, abuse, neglect or theft.
- Damage from acts of God.
- Damage from use outside the product's specifications or storage parameters.
- Damage from use over the manufacture's recommended monthly usage is not covered and additional charges may apply
- Damage from use of parts not manufactured for, or sold by Central Business Systems.
- Damage from modification or incorporation into other products.
- Damage from repair or replacement of parts by other than an authorized service provider Central Business Systems.
- Rate change upgrades.
- Electrical damage caused by not using an approved surge protector

PLEASE NOTE – Backups of all programs and data is the responsibility of the customer. Central Business Systems can assist, for an additional fee above the normal Software Maintenance Agreement, in the recovery and restoration process.

- Postage/Mailing Equipment refers to Postage Meter Bases, Feeders, Stackers, Modems, Scales, Folder/Inserters, Tabbing Equipment, Letter Openers, Personal Computers and Printers sold by Central Business System. Postage Meters are not sold by Central Business Systems and therefore are not covered by this Maintenance Agreement.
- Central Business Systems shall not be liable in any event for any incidental, consequential or special damage in connection with service, parts and labor provided hereunder or resulting from any use or failure of equipment, including, without limitation, liability for the Customer's expenses or loss of income while equipment is out of operation.

Customer Signature

Date

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