





## 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.
- When in Central Business System's opinion an overhaul becomes necessary on equipment over two years old or over the manufacturer's recommended two year cycle count, an itemized estimate covering the cost including material and labor will be presented for the Customer's approval before any work is done or parts ordered. The cost of the overhaul will be paid by the customer in addition to the Annual Service Agreement rate for such equipment. Should the Customer elect not to have the equipment overhauled, the Agreement may not be renewed at Central Business System's option.

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Customer Signature

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Date

Lexington  
859-276-1690

Louisville  
502-238-3196

Charleston  
304-343-0218