

Copy Craft

BUSINESS and OFFICE MACHINES

8 Lawrence St., BLACKBURN VIC 3130

Ph. 03 9877 6877 Fax: 03 9878 2819

SERVICE CONTRACT

Dear Sir/Madam,

Thank you for giving "Copy Craft" the opportunity to supply your office machine maintenance requirements. The equipment listed below is now eligible for a Service Agreement for the period indicated.

1) Equipment	Brand	Model	Serial No
.....
Beginning Date	Ending Date	Beginning Copy Count	Ending Copy Count
.....
			Price per Copy ex gst
		

2) Please note the Contract is for the Time Period OR Copy Count, whichever comes first.

3) Upon the Contract transpiring a renewal invoice will be sent and this contract will continue without another Contract being signed. However Copy Craft reserves the right to increase the rate or vary the inclusions or exclusions without prior notice.

4) YOUR SERVICE AGREEMENT COVERS:

At least (1) one preventative maintenance inspection. This incorporates partial dismantling, cleaning, lubricating and making any necessary adjustments; however, the onus is on the customer to place the call. Emergency calls at no additional cost except where these are caused by operator abuse or accidental damage. The Service Agreement covers parts, labor and travel within the Melbourne metropolitan area. It does not cover repairs due to misuse. **Exclusions/ Inclusions** if any:

5) CONDITIONS OF SERVICE AGREEMENT:

Where possible such maintenance that may be required will be carried out on your premises/However, where necessary Copy Craft require permission to remove the machine/s to our Service Centre.

This Service Agreement immediately becomes null and void should any person attempt to repair, modify or adjust the machine/s unless such modification is authorized by Copy Craft in writing.

This Service Agreement is on a cost per copy basis/ set period (usually billed at 10,000 copies or 12 months at one time) unless otherwise specified, payable in advance. This Service Agreement will not be effective until such payment is made. Copy Craft reserves the right to increase rates without prior notice.

6) THE CUSTOMER WILL:

- a) Use only consumables (including Toner) supplied or recommended by Copy Craft, as there are many inferior products on the market causing problems that are almost impossible to trace.
- b) Give Copy Craft access to the Customer's premises and to the equipment at all reasonable times for the purposes aforesaid.
- c) Pay to Copy Craft on demand their charges for work carried out and material supplied under the written instruction of the Customer as aforesaid for repair and replacement of parts unless covered by this Agreement.

7) This Agreement is not transferable without first obtaining the written consent of Copy Craft. This Agreement may be terminated by either party giving the other one month's notice in writing.

8) **IMPORTANT:** If this Service Agreement is required, please keep a copy for your records & **return the original with your payment** so that we can register your Service Agreement.

Accepted on behalf of COPY CRAFT DATE:

COMPANY..... SIGNATURE

POSITION PRINT NAME