



## Plastic Card Solutions

1280 Iroquois Avenue, Suite 408 Naperville, IL 60563

Phone: (630) 848-0200 Fax: (630) 848-0207

### Maintenance Agreement

Customer Billing Information:

Contact Name:

Contact Phone:

Effective Dates:

Model #:

Serial #:

**Plastic Card Solutions** agrees to provide scheduled preventive maintenance service and interim emergency calls as required on the equipment listed above. This agreement covers service for a period of one year (*see effective dates above*) performed during Plastic Card Solutions' normal business hours of 8:00 AM to 5:00 PM Monday through Friday, excluding holidays.

There will be no charge for parts (*note items not covered*).

**The following services ARE included under this maintenance agreement:**

1. Preventive maintenance calls that include: cleaning, oiling, adjusting and testing each piece of equipment.
2. Emergency interim calls as required.
3. Furnishing all necessary lubricants and cleaning supplies.
4. Providing and installing, at no additional cost, any parts or assemblies (new or factory-reconditioned) due to normal wear. Parts or assemblies for discontinued equipment provided only when available.

**The following items are NOT included under this maintenance agreement:**

1. Consumable items such as, but not limited to, ink, tape, ribbons, rate prompts, disks, manuals, print heads, and operator tools.
2. Software, parts and/or assemblies discontinued or not supported by manufacturer.
3. Any problems caused by external forces, loss of electrical power current fluctuations, neglect, abuse, misuse, physical relocation without prior notification to Plastic Card Solutions or any improper supplies/materials.
4. Reprogramming.
5. If serviced by persons other than representatives or technicians from Plastic Card Solutions.

This agreement does not transfer if equipment is sold or transferred to another location "outside" above listed installed site without prior written authorization from Plastic Card Solutions. This Agreement voids immediately should equipment be tampered with to prevent factory installed safety mechanisms from working. Plastic Card Solutions shall not be responsible for failure to render service for any causes beyond its control including, without limitation, strikes and labor disputes, lockouts, war, Acts of God, fires, storms, accidents, governmental regulations or interference, or other acts beyond its control. The Customer hereby holds Plastic Card Solutions harmless and indemnifies Plastic Card Solutions from any and all acts, errors and omissions and similar activities of the Customer that result from any cause other than Plastic Card Solutions own negligence. The Customer hereby waives any and all express written, oral, implied, or other similar warranties with regard to all of the activities within the scope of this Agreement and specifically understands that only the work being performed by Plastic Card Solutions is warranted herein as indicated herein. In that regard, Plastic Card Solutions shall not be responsible for any consequential damages of the Customer or any damages from any delay caused as indicated herein.

Customer's name and signature:

Plastic Card Solutions' authorized signature:

Date:

*This agreement shall constitute the entire contract between the parties and cannot be modified except in writing signed by both parties. Agreement is VOID if not returned approved by effective date. This Agreement is non-refundable. This Agreement shall not be assigned by customer without prior written acceptance of such assignment by Plastic Card Solutions.*