

# Equipment Service Contract

Contract ID

**45799**

Page 1 of 2

## Complete Business Systems

"Teacher-Friendly Products!"

1834 W. 11th St.

Suite A

Upland, CA 91786

Phone: 909-946-5995

Fax: 909-946-0853

Fed Tax ID: 95-3823051

**Bill To:** Norte Vista HS  
Norte Vista High School  
6585 Crest Avenue  
Riverside, CA, 92503  
(951) 358-1740  
(951) 358-1741

Thank you for doing business with CBS. The following equipment can be covered under a service contract for the following period. If you have any questions or require information about your purposed equipment service contract, please contact our service department at (909) 946-1334.

Contract ID	45799	Contract Description	Epson Maintenance Agreement						Start Date	01-May-20	End Date	30-Apr-21
Period Billing Int	Annual	Meter Billing Int	N/A	Labor Hrs Inc	ALL	Labor Surcharge	NONE	Travel Hrs Inc	ALL	Travel Surcharge	NONE	
Equipment Charge	\$795.00	Zone Charge	\$0.00	Other Charges	\$0.00	SubTotal	\$795.00	Total Contract Charge		\$795.00		
Estimated Annual Charge		\$795.00										

### Categories of Parts Included in Contract

Paper Feed, Drive Section, Paper Exit, Electrical, Exterior and Frame, Control Panel, Printer, All Parts Included, Rollers Included, Print heads Included

### Equipment Included under Contract (charges per billing interval)

Equipment Location	Ship To ID	Norte Vista HS	Address	Norte Vista HS Norte Vista High School 6585 Crest Avenue Riverside, CA, 92503 (951) 358-1740 (951) 358-1741		
Serial No	U88E005200	Unit ID	Model No	T5270	Equip. Location	
Description			PMs Included	None	Equip. Value	\$795.00

### Other Charges (charges per billing interval)

	Value
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Epson Service Contract  
TERMS AND CONDITIONS

CBS offers two different types of service contracts programs. You may choose from any of the two following programs;

- A. \$795.00 for year two.
- B. \$1,295.00 for year three.

Full coverage service agreement and free staff training per fiscal year. Phone support is required before dispatching a technician. This contract includes a same day response time for all service calls placed before 2:00 p.m. This contract also includes a loaner if CBS is unable to fix the machine in 24 hours. This is a full service contract which means it includes unlimited service calls, all parts and labor are included.

1. Complete Business Systems (CBS) shall furnish all labor and materials for adjustment, repairs and replacement parts necessitated by normal usage of equipment.
2. Customer shall provide a "Key Operator". CBS will train the Key Operator designated by the customer to help during machine operation with minor paper jams, adding and disposing of supplies and basic cleaning: "Key Operator" will perform user level maintenance.
  - A. Check and clean the platen (recommended once a month or as needed when there is media dust build up) to keep the machine up and running.
  - B. Remove, shake and reinsert all installed ink cartridges (recommended once every 3 months).
  - C. If cartridges are cold, let them warm to room temperature recommended 4 hours or more.
  - D. Do not touch the green IC CHIP on cartridges.
3. This agreement shall also not cover any relocation of said equipment from initial placement at the commencement of this agreement. CBS also reserves the right to charge for service calls resulting in damage to equipment from such moves.
4. This agreement will not cover the replacement of broken cover panels, exit trays, platen covers and other items caused by or resulting from customer breakage, normal usage or accident. Also, the customer shall be liable for all costs or fees on service parts due to or arising from abuse, accident, neglect, misuse, vandalism, fire, water, acts of God, or repairs made necessary from the use of the equipment being used out of manufacturer's specifications, including but not limited to sub-standard supplies. CBS's fee for repairs necessitated by the aforementioned will be the standard labor rate, which is currently \$120.00 per hour plus parts.
5. If, in CBS's opinion, reconditioning is necessary because normal repairs and parts cannot keep a machine in satisfactory operating condition, then CBS will submit a cost estimate of needed repairs which will be in addition to and separate from the regular service agreement cost. If the customer fails to pay for needed repairs, CBS reserves the right to continue service on

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a per-call basis.

6. Customer shall pay for consumable items not covered by this agreement including but not limited to: Epson ink. Customer will be responsible for damage caused by using non Epson ink.

7. This agreement is not assignable or transferable and is automatically cancelled with respect to the particular machine should it be sold to a third party or transferred outside of the CBS normal service area.

8. This service agreement is non-refundable in the event of cancellation.

9. Replacement parts or assemblies on current equipment which have become worn as a result of normal usage may be replaced with new or functionally equivalent parts.

10. If payment for this agreement is not received by CBS within thirty (30) working days of the expiration of the warranty or the previous service agreement, either by date or meter expiration, then CBS may, at its discretion, inspect the equipment before a new agreement will be issued. The charge for this service shall be at our normal service rate in effect at the time of service, on a per-hour basis, and a charge for all parts shall apply.

11. CBS may from time to time modify the annual cost of the agreement upon renewal. This agreement shall automatically renew for a subsequent term unless cancelled in writing by either party, thirty (30) days in advance of the expiration.

12. Customer will be responsible for any damage caused by 3rd party software, applications, parts, components or peripheral devices after receiving delivery of Epson printer.

13. In the event customer renews said agreement, but does not submit payment within ten (10) working days, and subsequently cancels said agreement, customer shall be responsible for all costs, charges and fees incurred prior to cancellation.

14. Customer shall be responsible for any and all associated collection and/or legal fees or costs incurred by C.B.S in the collection of any debt incurred by the customer except in such cases where the customer prevails in a court of law.

15. A \$200.00 trip charge will apply per service call if the distance exceeds 75 miles one way.

16. Equipment must be brought up to C.B.S standards and all the repairs must be performed before equipment can be put under a service agreement. This will be determined on a case by case basis.

Print Name

Signature

Date

Complete Business Systems  
Representative

Customer Signature