



Alternative Business Suppliers, Inc
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SERVICE AGREEMENT ACCEPTANCE

CONTRACT #: 11,243
 CUSTOMER ID: VILLAGEHOM
 VILLAGE OF HOMER GLEN
 14933 S. FOUNDERS CROSSING
 HOMER GLEN IL 60491

MACHINE ID	MACHINE	SERIAL NUMBER	COPY VOLUME	OVERAGE	PLAN	BILL CYCLE	RATE
5013	CS-5550CI	NA81X00202	0	0.0000	<u>BLA</u>	A	0.00
	BLACK & WHITE	81X00202	150,000	0.0090	<u>CPC</u>	A	1,350.00
	COLOR LVL 1&2	81X00202	25,000	0.0350	<u>CPC</u>	A	875.00
	COLOR LVL 3	81X00202	72,000	0.0700	<u>CPC</u>	A	5,040.00
						Total	7,265.00

CPC: Includes all parts, labor, drums, rollers, blades, developer, toner, and bags. Excludes staples, and paper.

A: Annual Contract, billed annually

SERVICE START DATE: 5/20/2015 SERVICE END DATE: 5/19/2016
 CUSTOMER APPROVAL _____ DATE _____

Camelia

 VILLAGE OF HOMER GLEN
MAYOR

INVOICE WILL BE SENT UPON RECEIPT OF ACCEPTANCE.

SEE REVERSE SIDE FOR TERMS OF THIS CONTRACT.

- 1) All contracts include the following: Unlimited service calls and all available spare parts.
Contracts exclude the following unless specified on the front of this contract:
Copiers: Drums, heater rollers, blades, developer, toner, toner bags, fuser oil, color supplies, staples and paper.
Fax Machines: Image cartridges, toner, fusers and paper.
- 2) Alternative Business Suppliers, Inc. agrees to provide emergency and all maintenance service on the equipment and accessories described below for a period of one year from the date of this agreement. This maintenance agreement includes all labor necessary for cleaning, lubrication, technical adjustments and replacement of parts except as follows:
 - a) Repairs resulting from causes other than normal use; Abuse or misuse by the operator, operator-inflicted damage to drums, use of supplies or spare parts that do not meet ABS, Inc. specifications and cause abnormal service problems.
 - b) Fire, accident, theft or damage to the machine due to repairs by someone other than an authorized ABS, Inc. representative.
 - c) Reconditioning, rebuilding or overhaul of equipment.
 - d) Changes of toner, paper, and image cartridges on fax machines or installation of accessories.
- 3) If replacement of a consumable item recommended by an ABS, Inc. service representative is not complied with and results in additional service calls, the customer will be charged at our normal hourly rates. These consumable items are to include and not be limited to developer, heater rollers, blades and drums.
- 4) ABS, Inc. shall not be responsible for the repairs or maintenance resulting from the use of supplies or parts not obtained from ABS, Inc. The quality of such parts and supplies varies widely and cannot be warranted by ABS, Inc.
- 5) ABS, Inc. shall not be responsible for delays, inability to provide service call due to strikes, accidents, embargoes, act of God or any other event beyond its control. All service under this agreement shall be rendered during normal working hours of 8:00A.M. to 5:00P.M. Monday through Friday. Service performed on Saturday will be one and one-half times the hourly rate and twice the hourly rate on Sundays and Holidays.
- 6) Maintenance agreement charges are payable annually or at the expiration of copy limits, which ever comes first, as billed at minimum charges. Any extra charges billed for excess copies not included in the minimum charge will be billed at the time of renewal according to the overage stated on this contract.
- 7) If the customer does not pay all charges for maintenance or any miscellaneous outstanding invoices promptly when due, ABS, Inc. may a) refuse to service the equipment or b) furnish such on a C.O.D. "per call" basis at the published rates.
- 8) ABS, Inc. reserves the right to inspect all equipment to be covered under a maintenance agreement to determine that it is in good mechanical condition on the effective date of the agreement. Should the equipment require repair or overhaul prior to acceptance, such repairs, if requested, will be made at the hourly rates plus parts.
- 9) When in its sole discretion, ABS, Inc. determines a shop reconditioning or shop cleaning is necessary to keep the equipment in working condition, ABS, Inc. will submit to a customer an estimate of needed repairs and the cost thereof, which will be in addition to the charge payable under this maintenance agreement. If the customer does not authorize such reconditioning, ABS, Inc. may discontinue service of the equipment under this agreement, or may refuse to renew this agreement upon its expiration. Thereafter, service will be available on a "per call" basis at published rates.
- 10) This agreement is not refundable or transferable to a third party. If the equipment is traded in on new ABS, Inc. equipment, any unused portion of the yearly contract shall be prorated and applied toward the maintenance of the new equipment.
- 11) If the contracted equipment is moved to another office over 10 miles from the original; office, a fuel surcharge will be assessed on each service call. If moved beyond the ABS serviceable area the contract is void.
- 12) There will be a 5% service charge on all contracts that are billed on a semi-annual basis or on a credit card and a 10% service charge on contracts that are billed quarterly. Term billing subject to ABS, Inc. approval.
- 13) All copier machines not on a cabinet are subject to a \$100 charge.
- 14) ABS, Inc. has the option of using new, compatible or recycled parts in maintaining the equipment, provided they meet or exceed manufacturer specifications.
- 15) ABS reserves the right to limit consumable products included in this contract, based on recommended manufacturer specifications and the copy volume stated on the front of this document. Customer is responsible for any shipping costs incurred for delivery of these consumables.
- 16) Excluded from this agreement are the print board, hard drive, and network interface card. Any labor related to trouble-shooting network functions are an additional charge, unless otherwise specified on front of this contract.
- 17) ABS is not responsible for lost information during firmware upgrades or reformatting hard drives. Customer responsible for backing up documents and manager codes stored on the copier.
- 18) Customer agrees to provide suitable electrical service and maintain proper environmental conditions.
- 19) All equipment covered by this agreement must have an ABS approved, UL1449 surge protection device installed in line with the equipment or contract is voided in its entirety.
- 20) Customer agrees to pay .002 per copy charge, if scan volume exceeds allowed copy volume.
- 21) Customer agrees to pay any fees should we have to go to collections on this contract.

January 1, 2015
F:/Terms 1/1/2015