

## Total Service Satisfaction Policy

**Customer Name:** Norton City Schools  
**Bill-To Address:** 4128 S Cleveland Massillon Rd  
**City, State, Zip:** Norton, OH 44203  
**Account Number:**

**Phone:** 3308250863  
**Contact:** Angie Wagler  
**Email:** awagler@nortonschools.org  
**Meter Contact:**  
**Sales Rep:** Adam Nyland/ Rachel Simon

1 Except where otherwise provided for in this Agreement, all parts and labor needed to maintain the equipment covered by this Agreement shall be provided by the Dealer at no additional charge to the customer during normal working hours Monday through Friday excluding Holidays.

**A four-hour service response time will be provided** on all down machines covered in agreement.

Minimum Contract: \$360.00 per year/per machine

Covers all Black and Color toner, parts, drum, developer, labor and toner waste bins.

**Service Contracts are automatically renewed unless written notification is received 60 days in advance of renewal date.**

Prices subject to an annual increase.

<b>Monthly Base Amount:</b>	<b>\$3,178.00</b>	<b>Billing Frequency:</b>	<input checked="" type="checkbox"/> <b>Monthly</b>	<input type="checkbox"/> <b>Quarterly</b>
<b>Copiers</b>				
Payment includes	<b>Allowance</b> 400,000	BW clicks per month	Overages billed: .0051 monthly	per BW click
Payment includes	4,000	Color clicks per month	Overages billed: .062 monthly	per Color click
<b>Printers</b>				
Payment includes	8,000	BW clicks per month	Overages billed: .019 monthly	per BW click
Payment includes	6,000	Color clicks per month	Overages billed: .123 monthly	per Color click

**Only the equipment described below will be covered by this Agreement:**

Make/Model	Serial No.	Starting Meter
<input checked="" type="checkbox"/> For equipment, see Schedule A		

Contract(s) or ID's to be canceled: CA16391-01; CA16476-MPS-02  
 (please provide final meters)

Comments:

3 Use of service, parts or supplies not authorized by dealer will cause this Agreement to become null and void. Execution of this contract is contingent on availability of manufacturer's parts. Re-builds are not included. Loaners will be provided under this contract. Loaner copies will be charged against contract allowances.

4 Service provided under this Agreement shall not include labor, parts or expense necessary to repair damage resulting from misuse, alteration to equipment, negligence, vandalism, fire, theft or an act of God.

**All contracts exclude paper and staples.** Supplies will ship via "ground" methods with an applicable shipping surcharge. Supplies included are based on manufacturer suggested yield. Excessive supplies over manufacturer specifications will be billed at suggested retail price.

**By:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
 (Authorized Signature)

**By:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
 (Print Name)