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(PPSC) Pre-Paid Service Call Plan Explained

## PRE-PAID SERVICE CALL (PPSC) PLAN EXPLAINED

We offer a 10 pack service call package that works like this; you purchase 10 service calls for \$550.00, each service call is good for service on any copier, fax or printer and **allows up to 1 1/2 hours per call**. The pre paid service calls are good for 2 years from the purchase date. This is a large savings over the regular per hour service call rate. Travel, parts & supplies are additional if required. (5 pack also available for \$350.00).

Scenario:

- We visit your equipment and find that it needs a part. We will order the part and return to install the part under the same pre-paid service call up to the 1 1/2 time on the PPSC. You pay only for travel and the part.
- You have exceeded the 1 1/2 hour allowance on the pre-paid service call for that visit. We can either use another pre-paid call or charge you only in increments of 15 minutes (your choice).

Terms & Conditions:

- Any parts, supplies, travel must be paid for at the time of the visit unless other arrangements were previously made.
- Pre-paid service calls are only good at your location on your equipment and can not be transferred or traded.
- Pre-Paid service calls (PPSC) expire two (2) years from the purchase date or when used up (which ever comes 1<sup>st</sup>) with no refunds for unused PPSC's or Maintenance time or copies. PPSC and Maintenance agreements are not transferable.
- THERE ARE NO OTHER WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ALLOTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE EXCLUDED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR ANY PARTICULAR PURPOSE.

It's easy to sign up. Please feel free to contact us with any questions about our pre-paid service call plans. This type of plan is great for any office small or large. Don't forget about those printers that you have no service plan on. Use a PPSC to get them cleaned and tuned up. Use the PPSC on any copier, printer or fax in your office.

### Additional Benefits when using our Pre-Paid (PPSC) Plans:

- 2 machines serviced on 1 PPSC @ same location if service is notified when initial call is placed. (up to 1.5 hrs)
- Do you have multiple locations, job sites? We allow you to use a PPSC anywhere in our service area.
- 10% discount on parts if needed.
- Free call back service from technical staff @ n/c to try a phone fix solution to a problem.



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