



brady's business systems

G-8173 Embury Rd.
Grand Blanc, MI. 48439

Five Year or 1,000,000 Copy Complete Care Guarantee

Insert Date

Insert Clients Name

Insert Copier Model

Insert Serial Number

Brady's Business Systems at G-8173 Embury Rd. Grand Blanc, MI. hereinafter referred to as "Brady's" will guarantee that in the unlikely event that your Brady's copier, fax, and/or printer fails to function and cannot be repaired for up to (5) years or 1,000,000 copies from the date of purchase, Brady's will replace it at no charge with another Brady's copier, fax, and/or printer of similar vintage features and use condition.

Free Loaner: If we are unable to repair the equipment in your office, Brady's will provide a temporary "loaner" replacement free of charge until the repair has been satisfactorily completed.

Service Response that Sets the Standard for Promptness: Immediately after you call for service, our automated service dispatch system identifies and alerts the field Engineer. Brady's guarantees a quarterly average for four business hours from your call to the time a technician arrives at your office, 8:00 a.m. to 5:00 p.m., Monday through Friday, except Holidays. If we cannot meet the four hour quarterly average response time guarantee, a credit equal to 20% of one month's minimum payment will be made upon customer's request.

After Hour Emergency Service: Brady's guarantees to provide emergency service. We will support your equipment all the time, not just when it is convenient for us. Brady's has established special rates and service phone numbers for outside normal business hours.

Obsolescence Protection: Brady's guarantees that the investment in your equipment is protected. As technology changes and your business needs to grow, Brady's will upgrade your equipment. We offer these upgradeable and flexible programs to allow your company and ours to grow together. It's our easy acquisition commitment to you.

Supply Guarantee: Brady's guarantees that the supplies we carry are of the highest quality. Supplies are kept in our inventory locally for immediate access to you. Our Customer.

Price Guarantee: Under Brady's block copy program we guarantee your cost per copy/print against price increases for the term of the agreement, except by written amendment signed by both parties, or State Use / Sales Tax increase.

Program Change Option: At six months for contract inception and every six months thereafter, we will, upon request, review the copy / print volume. If the volume of usage has moved upward or downward in an amount sufficient for you to consider an alternative plan, we will present pricing options to conform to a new copy / print volume. If you decide an upward or downward adjustment of the monthly minimum volume is advantageous, a new Agreement must be signed which may extend the existing Agreement. A downward adjustment to the minimum monthly volume will result in a higher cost per copy / print; However, volume reductions may result in a lower monthly payment depending on the reduction in volume.

The only requirements which your company must fulfill to enjoy said guarantee is to:

- 1.) Purchase a new copier, fax, and/or printer from Brady's.
- 2.) Maintain said copier, fax, and/or printer exclusively under the terms and conditions of a Maintenance Agreement as provided by Brady's.
- 3.) That during said period of time, you purchase all your supplies from Brady's.
- 4.) To use the copier, fax, and/or printer only for the generally recognized application suitable to the design of the copier, fax, and/or printer and it's intended use not to exceed _____copies per month.
- 5.) All invoices from Brady's are paid within the terms stated on Brady's invoices.

This Guarantee is over and above the manufacturers warranty and is strictly limited to the original purchaser and therefore is nontransferable.

Brady's Business Systems

E. Danny Brady
President

BBS	Date	Customer Signature	Date
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