

# Datamax/ Micro Guarantees



Datamax/ Micro is proud to offer unparalleled service and protection guarantees without additional cost as long as your account with Datamax/ Micro is current, your equipment is continuously covered by the Datamax/ Micro Full Service Maintenance Agreement, and your supplies (excluding paper) are purchased only from Datamax/ Micro.

**Uptime Performance Guarantee.** Datamax/ Micro will respond to your service needs within **five (5) hours** from the time our Service Department receives your call; **our average response time is between 2 and 3 hours.** Furthermore, if we fail to repair your copier or provide a "loaner" copier to you within eight (8) normal working hours, you will receive a cash credit of **\$10.00 per hour** for each hour we fail to meet the uptime guarantee.

**5 year Extended Replacement Warranty. No Lemons!** If during the first five years, (three years if refurbished equipment), the equipment has been continuously covered by the Datamax/ Micro Full Service Maintenance Agreement, and if the equipment has not been subject to misuse, abuse or neglect, and if **you** are not satisfied with the performance, Datamax/ Micro will replace it with a machine of equal value at **no charge!** At Datamax/ Micro, we insure that **you** never get stuck with a lemon.

**Upgrade Guarantee.** If your Datamax account is current, you have the option to upgrade your leased equipment to a new lease from Datamax for a similar or larger capacity model based on the following:

Term of Original Lease #of payments	Minimum Number of Lease Payments If continuously covered by Total Care Maint. Agreement
36	18
48	24
60	30

**Lease Cancellation Guarantee.** You have the option to cancel the Lease at the end of any 12 month period by paying the difference between the lease charges paid and the appropriate lease charges for the period of time you had the equipment.

**Options at The End of The Lease.** At the end of the lease term, you have the following options: 1) *Continue to lease* the equipment. 2) *Purchase* the equipment at the fair market value. 3) You can return the equipment and receive your guaranteed *upgrade* credit toward a copier of equal or greater original cost. 4) *Return* the equipment to Datamax/ Micro with no further obligations.

**Purchase Upgrade Guarantee.** You have the option to upgrade your current Datamax/ Micro copier to another Datamax/ Micro copier of the same or greater list price on the following basis: Datamax/ Micro will allow 100% of the net cash price paid for the original copier as a trade-in allowance of Datamax/ Micro's current list price of a new copier. The usage charge will be 4% per month for the first six months you have the equipment, 3% per month for months 7 through 12, 2% for months 12 through 24, and 1% per month thereafter.

*Except as otherwise provided herein, there are no representations or warranties of any kind, expressed or implied, with respect to services or products furnished hereunder, including merchant ability, or fitness for a particular purpose.*

\_\_\_\_\_ agrees to extend the above written guarantees to \_\_\_\_\_  
company.

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

Name: \_\_\_\_\_  
(Signature)