Service Contract Information for Printronix Maintenance Service

Between

Printronix Inc. BIJSTERHUIZEN 11-38, BIJSTERHUIZEN 11-38, 6546 AS NIJMEGEN, THE NETHERLANDS

And

Printronix, through its agent, agrees to furnish and the customer agrees to accept maintenance service on the equipment listed, for the charges herein indicated, subject to the following terms and conditions.

Billing Address:  

Installation Address:  

Date:  

Purchase Order No:  

Date

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<tr>
<th>Printer Type and /Serial Number</th>
<th>Start Date</th>
<th>End Date</th>
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1. TERM
This agreement is effective from the commencement date and shall continue for a term as referred on the 1st page of this document.
1.2 Printronix may withdraw individual item(s) from this agreement upon thirty (30) days prior written notice if the equipment cannot be properly or economically repaired on-site due to customer-caused excessive wear or deterioration.
1.3 All contracts commence on the 1st day of the month and end the last day of the month for a term as referred on the 1st page of this document. All days prior to the commencement date of the contract will be billed on a prorated basis.
1.4 This contract is for a minimum as referred on the 1st page of this document, however, Printronix or the customer may cancel at any time with thirty (30) days written notice.
1.5 If the Invoice for any service is not paid within net thirty (30) days, the contract service will be suspended. Customer will be contacted by a representative from Printronix in order to resolve the outstanding invoice. Contract will be cancelled if the due amount is not paid within 60 days from date of the invoice. To restart a contract after it has been canceled, a pre-contract inspection is required plus payment of the balance due on the canceled contract and payment of the amount for the service period for the full service period.
1.6 The contract service will be invoiced in advance of the service period for the full service period.
1.7 Warranty contracts (the first year after purchase of the equipment) cannot be cancelled during the first year.

2. RENEWALS
Renewal notices will be sent 60 days in advance of the contract expiration date. Receipt of purchase order is required to renew a contract. If a new purchase order is not send, Printronix will attempt to contact the customer by phone.

3. ELIGIBILITY FOR SERVICE AGREEMENT
3.1 All equipment to be included under this agreement shall be listed on this agreement. The customer shall pay all charges incurred in restoring the equipment to good operating condition at Printronix per call rate then in effect.

4. SERVICE RESPONSIBILITIES
4.1 Printronix agrees to provide maintenance service during the period specified in this agreement to maintain the equipment in good operating condition. This service includes scheduled preventative maintenance, as determined by Printronix. Remedial maintenance will be provided by Printronix during normal working hours when notified by the customer that the equipment is inoperable. Printronix agrees to respond to remedial maintenance service requests within the time specified on this contract. A Printronix service representative must be notified to initiate the service call using the phone number as referenced in the “Welcome Letter” that will be send as soon as the contract is in effect.
4.2 Maintenance will include replacement of parts deemed necessary by Printronix. All parts are furnished on an exchange basis and will be new standard parts of equal quality. Replaced parts removed from the system become the property of Printronix. All customer consumable items such as paper, ribbons, print heads etc. are excluded from contract coverage.

5. PERIOD OF SERVICE AVAILABILITY & CHARGES
5.1 The basic maintenance agreement charge entitles the customer to on-site maintenance service by close of business next day during the period of 8:45 AM and 5:00 PM local time Monday through Friday exclusive local public holidays.
5.2 Four hour response shall mean that, a customer repair engineer (CRE) shall arrive on-site at the end user location during the principal period of maintenance (PPM) within four hours, provided that the receipt of call is prior to 1:30 PM local time. Contractor will respond on the “next business day response” for any instant that a CRE arrives on-site after the applicable cut-off time. Four hour response time commitments are limited to end user locations within fifty km radius from a contractor service location.
5.3 Next business day response shall mean that a CRE shall arrive on-site at the end user location, greater than fifty km but within hundred fifty km of a contractor service location, the next business day shall unappraise, inspect, and reinstall the equipment at the new location, and charge the customer for all such work performed at term in effect. The maintenance agreement charges shall be suspended when the printer is dismantled and reinstalled on the day following equipment inspection and acceptance by Printronix at the new location. Systems moved to any area serviced by Printronix are eligible for continued service under this agreement. Equipment moved to a new location is subject to any applicable remote surcharges or other terms at the new location. According to current terms, Printronix will certify conditions of printer prior to shipping to new location. Customer will be responsible for all packaging and shipping cost.
5.4 Customer requests maintenance to be performed outside of the normal working hours, the service will be performed on a best-effort basis at Printronix call rates and terms then in effect.
5.5 In addition to all charges provided in the maintenance agreement, customer shall pay to Printronix an amount equal to the customer’ state. Other tax imposed on Printronix for the right to conduct business in the customer’s state.
5.6 All prices are subject to change on the anniversary date of the contract. The customer will be notified sixty (60) days in advance.

6. EXCLUSIONS
6.1 Maintenance service is contingent upon the proper use of all equipment an