



## ITSI - SERVICE PLANS

Laminex <u>Item#</u>	<u>Description</u>	<u>Minimum Hours Prepaid</u>	<u>Rate</u>						
<b>Option #1 - Phone or Modem Support</b>									
127700	Phone / Modem Support - 4 HR Block	4	\$500.00						
127717	Phone Support - 8 Hr. Block (Dealer must buy this package when purchasing SASI or Lifetouch Add-In Software).	8	\$975.00						
<p style="text-align: center;"><b><u>IMPORTANT</u></b></p> <ul style="list-style-type: none"> <li>+ Toll Free Support can be pre-purchased in increments noted above.</li> <li>+ Prepaid support hours available until used...even into future years.</li> <li>+ Support of all products sold by Laminex applicable.</li> <li>+ Dealer may allow end-user customers to use their time.</li> <li>+ Each call will be recorded in 15 minute increments with a 30 minute minimum.</li> </ul> <p style="padding-left: 20px;"><i>Example:</i></p> <table style="margin-left: 40px; border: none;"> <tr> <td style="padding: 2px 10px;"><u>Call Time</u></td> <td style="padding: 2px 10px;"><u>Time recorded against Customer Account</u></td> </tr> <tr> <td style="padding: 2px 10px;">20 minutes</td> <td style="padding: 2px 10px;">30 minutes</td> </tr> <tr> <td style="padding: 2px 10px;">40 minutes</td> <td style="padding: 2px 10px;">45 minutes</td> </tr> </table>				<u>Call Time</u>	<u>Time recorded against Customer Account</u>	20 minutes	30 minutes	40 minutes	45 minutes
<u>Call Time</u>	<u>Time recorded against Customer Account</u>								
20 minutes	30 minutes								
40 minutes	45 minutes								
<b>Option #2 - On Site and Bench</b>									
<b><u>ITSI - SERVICE PLANS</u></b>		<b><u>Minimum Hours Prepaid</u></b>	<b><u>Rate</u></b>						
<b><u>On Site (New System Install)</u></b>									
127701	On-Site ID System Install & Training + 4 Hrs Phone Support... <b>Note: Custom Access Control Installs quoted individually. Add Travel expenses as defined below.</b>	One 8 Hr Day + 4 Hrs Phone Support	\$975 per day						
127712	<b><u>On Site Annual Preventive Maintenance -</u></b> Includes basic check, cleaning, and recalibration of up to three units, any combination of laminators and card printers allowed. 2 hours minimum per visit.	4	\$125 per hour						
127702	<b><u>On Site Support Services - Per Incident</u></b> Travel charges are outlined below.	1	\$125 per hour						
127714	<b><u>Bench Repair (Product sent to Laminex - See Freight Charge Grid)</u></b> Bench repair - 1 hr minimum charge for estimate. Rate applies to repair cost.	1	\$125.00 per hour						
<p><b>Installs or Service Calls within Driving Distance - \$125 per hour door to door (8hr maximum per day) + Mileage @ \$1.00 per mile one way after the first 50 miles + Accommodations &amp; Meals at Cost.</b></p> <p><b>IMPORTANT...Travel distances based on Map Quest Mileage One Way from Charlotte, Greenwood, or Atlanta offices</b></p> <p><b>Installs or Service Calls requiring Air Travel - \$125 per hour (8hr maximum per day) + Airfare + Accommodations &amp; Meals at Cost .</b></p>									



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**IMPORTANT...Loaners and Spare Part Charges**

Loaners are chargeable items unless the customer has pre-purchased a 'Hot Swap' package.

Replacement parts have a 90 days warranty.

Customer is also responsible to pay for any parts replaced, not under manufacturer's warranty.

### Freight Guidelines:

Purchased Product	
<u>Return by Customer</u>	<u>Shipment back to Customer</u>
Warranty Repair < 90 days	Laminex
>90 days	Customer
Out of Warranty	Customer

  

Rental	
<u>Ship to Customer</u>	<u>Return by customer</u>
Customer	Customer
Customer	Customer
Customer	Customer

***Based on UPS or FedEx Saver rates...48 contiguous states USA only  
Only applies to card printer, laminator, and instant film camera products***