

PER COPY RATE CONTRCT FORM

Date: / /

To
M/s. _____

Mob.No : _____

Sub: Preventive Maintenance with Spares Agreement for **Per Copy Rate Contract** of Digital Multifunctional Printer / Copier Machines.

Dear Sir,

We thank you for the opportunity given to us for providing service to you. Here we have given copy cost below.

Brand : _____ Model : _____ Machine ID : _____

Description	Rate
	First 2 Years
Minimum Assured Copies	
Minimum charges (includes all the spares and service charges)	
Copies above minimum assured copies.	
Contract Valid period	

Terms and Conditions

1. New Crystal Copier (NCC) shall attend the break-down calls within 4 to 8 hrs after the complaint is logged at NCC Customer Care.
2. Maintenance Hours Means the 8 hrs (10 am to 6 pm each day excluding Sundays, and Public Holidays).
3. All the break down calls should be logged into NCC Customer Care.

4. NCC shall maintain the equipment at its own cost.
5. NCC shall provide ongoing training, training material and support at its own cost for the use of Equipment to Customer's Staff at the time of Installation of the Machine.
6. NCC shall ensure prompt and efficient service during this period.
7. In case of any replacement of machine / parts thereof due to any reason the same should be carried out after obtaining the written consent of the customer. The replace machine / parts should be same specification and quality higher.
8. To avoid any kind of break in service while running bulk orders, please priorly intimate to concern branch managers to get one spare toner cartridge / packet.
9. Customer should use good quality paper (75 gsm and above) for copying and printing.
10. The payment should be cleared within 7 days after submission of monthly bills. **Otherwise service will be stopped without any prior intimation.**
11. There should be no inflation on the copy charges during the periods. But however if there are any changes in the taxes the same will be implemented.
12. In case of any damages to the machine due to the mishandling by the operating person / rat bite / lightning / flood / physical damages the corresponding loss will be recovered from the customer.
13. Top Glass Scratches, Touch Screen, any panels damages the corresponding loss will be recovered from the customer.
14. Any transformation of machine (from one place to another place) is customer's own risk.
15. If any physical damages for **DRUM and Display Unit** due to stapler pin, paper pin, etc., that damage does not cover in this contract. Customer should pay if they want to replace.
16. Colour scanner machine models does not cover MFC boards and filament unit.
17. **Stabilizer should be used for your machines, otherwise contract will not support.**

I (_____) agreed the above mentioned terms and conditions, understand and Signed.

For New Crystal Copier,

Authorized Signatory.

For _____,

Authorized Signatory.