

# PVC Printer Support Agreement

## Support Agreement with Overnight Loaner



### **FREE** IDenticard® Technical Support Help Desk service:

- We will provide Toll-Free telephone technical assistance on printer and printer driver problems.
- Hours: 8:30AM to 6:00PM ET Monday through Thursday  
8:30AM to 5:00PM ET Friday

### **FREE** Overnight Loaner Printer\* during repair:

- If printer is not currently covered by the Manufacturers' one year Warranty and technical problem cannot be resolved by phone call to Technical Support Help Desk, IDenticard will ship via next day air a loaner printer for use while your printer is being repaired.
- To guarantee same day shipment of a loaner printer, support call must be received by **3:00PM ET**
- Customer is required to ship loaner printer back to IDenticard Systems within five days of receiving repaired printer. A rental charge of \$50 per day will apply for each additional day printer remains at customer site.

### **FREE** Shipping Charges:

- IDenticard pays costs to ship the loaner printer.
- IDenticard provides call tags and pays for faulty printer to be returned to IDenticard.
- IDenticard pays to ship repaired printer to customer.
- IDenticard provides call tags and pays for loaner printer to be returned to IDenticard.

### **FREE** Parts and Labor on Printer Repair:

- IDenticard will pay for ALL parts and labor needed to repair printer EXCEPT PRINT HEAD.

### **40% OFF** Print Head:

- IDenticard provides a 40% discount off MSRP for the purchase of a print head.

**Terms:** This support agreement is in effect for one year from date of commencement. If this agreement was purchased while the printer was under manufacturer's warranty, this agreement commences the day following expiration of the manufacturer's warranty. If the printer was not under warranty at the time this agreement was purchased, this agreement commences 30 days after the date of invoice of warranty.

**What is not covered:** Malfunctioning due to improper maintenance, misuse, abuse, improper installation, neglect, improper shipping, and damage by fire, flood and lightning, improper electrical current, software problems, service by other than manufacturer's authorized repair service. \$50.00 per day rental charge for IDenticard loaner printer kept more than five days after customer receives their repaired printer.

\*All loaner printers are equipped with magnetic stripe encoding unit and 4MB of RAM.



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