



Plastic Card Systems, Inc.
1-800-742-2273 Fax 508-351-6211

Contract No. _____

STANDARD DEPOT MAINTENANCE SERVICE AGREEMENT

Plastic Card Systems Inc., (herein after referred to as PlastiCard™) and **New Haven Parking Authority** (Herein after referred to as Customer), do hereby enter into a Standard Depot Service Agreement wherein PlastiCard agrees to provide all factory authorized parts, labor and technical support for the specific equipment listed under the terms and Conditions of this agreement. As factory certified materials are critical to the proper operation of the specified equipment, this agreement is conditional on the procurement of all printing ribbons, cards and cleaning materials from PlastiCard. The use of material and supplies from others voids this agreement with no recourse. This agreement constitutes the entire agreement between PlastiCard and the Customer and is made and entered into in lieu of any verbal or written statements or promises, expressed or implied by any representative of either PlastiCard, third party dealer or the Customer. Unless specifically noted, covered equipment must be returned to the PlastiCard Depot Service Facility by the Customer for service.

| | | | |
|---|---|---|--|
| Bill To: | 1 | Ship To: | |
| Customer Name New Haven Parking Authority | 1 | Customer Name | |
| Contact Paul Wydra | 1 | Contact Fortunate Houde | |
| Address 232 George Street | 1 | Address | |
| Address | 1 | Address | |
| City New Haven StateCT Zip 06510 | 1 | City State Zip | |
| Tel 203-946-8933 Fax 203-946-5792 | 1 | Tel | |
| Email: pwadra@nhparking.com | 1 | Email: fhoude@nhparking.com | |
| PO No. Name on Credit Card | 1 | Credit Card Number Expiration | |

This agreement pertains only to the Equipment listed below and is subjected to the Terms and Conditions stipulated on the back of this agreement.

| Item | Equipment | Model and Description | Serial Number | Location | Annual Rate |
|------|-----------|--------------------------------|---------------|----------|-------------|
| 1 | Printer | Fargo DTC 4500/Laminator | B 2230769 | | \$ 683.88 |
| 2 | F 49400 | MY ID Enhanced | | | 149.40 |
| 3 | | Purchased 7/10/12 | | | |
| 4 | | 7/11/20 to 7/10/21 | | | |
| 5 | | Service Agreement for one year | | Total | \$ 833.28 |

1 Notes and Comments:

STANDARD DEPOT MAINTENANCE SERVICE AGREEMENT

Term of Agreement: _____

Special Arrangements, if any: _____

Exceptions, if any: *The printhead is a wear item and is not covered under this agreement unless specifically noted above. Check and initial other exclusions on rear of this agreement.*

In consideration of the payment of \$_833.28_ per annum by Customer to PlastiCard, Plastic Card Systems Inc. will provide factory trained service and furnish necessary parts to keep the said equipment in satisfactory operating condition. PlastiCard and Customer agree to faithfully abide by the terms and conditions in this agreement.

Accepted by: Plastic card Systems Inc.
31 Pierce Street/Northboro,MA 01532

Signature: Joy Hudson
Fax 614-418-0552
Title: jjhangel35@aol.com

Date: 6/23/20

Accepted by: _____

Signature: _____

Title: _____

Date: _____ Customer PO No. _____

**Plastic Card Systems Inc.
AGREEMENT**

Standard
Summary of Terms and Conditions

DEPOT MAINTENANCE

INCLUDED IN THE AGREEMENT

This agreement constitutes the entire agreement between PlastiCard and the Customer and is made and entered into in lieu of any verbal or written statements or promises, expressed or implied by any representative of either PlastiCard, third party dealer or the Customer. This agreement includes the labor necessary for the replacement of parts, adjustments, cleaning and lubrication of equipment covered under this agreement.

The Agreement also includes necessary technical support and the instruction of new operators on the telephone or internet during regular business hours 9:00AM to 5:00AM Eastern Time.

CERTIFICATION OF EQUIPMENT ELIGIBILITY

All plastic card printers, cameras, software and accessories sold by Plastic Card Systems Inc. are covered by Manufacturers and PlastiCard™ Warranty for 12 months from time of delivery. Items sold by other authorized resellers or equipment beyond initial warranty period may be eligible for service after inspection and acceptance by PlastiCard. There is a \$90.00 non-refundable inspection charge for acceptance of non-covered equipment; acceptance is at the discretion of PlastiCard Technical Support. Extended Service and Support programs are available from Plastic Card Systems, products contracted for extended Service and Support during the original warranty period are accepted into the program without inspection fees.

SERVICE AVAILABILITY

To receive warranty service, the customer must contact a PlastiCard Depot Repair Center and be prepared to communicate the specific printer model, serial number, location and responsible contact person. It is recommended that the user be at the product in question, a PlastiCard Factory Trained Technical Support Representative will work through the problems with the customer and determine if the fault can be cleared on the telephone or internet to quickly return the system to service or if printer needs to be returned to the PlastiCard Depot Repair Center for service.

If the PlastiCard Representative is unable to resolve the customer's problem on the telephone, a Return Merchandise Authorization (RMA) number and shipping instructions will be issued and the printer or other covered item will be returned to PlastiCard for service. In the rare instance factory service is required the PlastiCard Technical Service Representative will arrange for a Factory RMA Number and coordinate the shipment of the unit and it's return to the customers. The Premium Depot Agreement include a "Next Day" Loan program on products specified on the front of this agreement; the PlastiCard Technical Support Representative will coordinate that service, if required.

The unit must be packaged and shipped to the PlastiCard Depot Repair Center with the RMA number clearly marked on the label on the outside of the box. PlastiCard values your investment, if original packaging or secure alternate packaging is not available; PlastiCard will provide certified packaging by UPS at a nominal added cost. Equipment received in inadequate packaging will be properly packaged at a nominal extra cost prior to return. Shipment to the PlastiCard Depot is the responsibility of the owner. Damage due to inadequate packaging is not covered under Warranty or Maintenance Programs. Loan equipment will be shipped in reusable packaging.

EXCLUSIONS - NOT INCLUDED IN THE AGREEMENT

Maintenance service is contingent upon proper use of the printer or accessory. It does not cover printers or accessories that have been modified or have been subjected to unusual physical or electrical stress, abuse, or damage, including shipping damage due to poor packing. PlastiCard or OEM Manufacturers shall be under no obligation to furnish any warranty service if adjustments repair, or replacement parts are required because of the customer's use of unapproved card stock and/or ribbons. Damage due to inadequate packaging is not covered under Warranty or Maintenance Programs.

This Agreement does not include the labor or parts to service or repair the Equipment where such repairs are necessitated by fire, water, accident, fault or negligence by the customer.

TERM OF THE AGREEMENT

This agreement shall remain in full force and affect for a Period of one year from the effective date and will automatically be renewed for succeeding years. Customer will be notified and invoice issued 90 days prior to the renewal date. Either party on sixty days prior to written notice to the other party may terminate this agreement.

INVALIDATION OF AGREEMENT

This Agreement shall become invalid and the Liability of PlastiCard to continue to perform ceases if accessories or consumables are not purchased from PlastiCard or sources approved by PlastiCard in writing; any acts by the Customer which causes the equipment to be in non-standard form; use of sub-standard cards or improper installation of the Equipment.

ASSIGNMENT OF AGREEMENT OR EQUIPMENT USAGE

This Agreement may not be assigned, and does not follow the equipment without prior agreement by PlastiCard.

PLASTIC CARD SYSTEMS INC.

31 Pierce Street

Northboro, MA 01532-1938

Telephone: (508) 351-6210 1(800) 742-2273

**Fax: (508) 351-6211 www.plasticard.net
email: service@plasticard.net**