



Extended Warranty Agreement

New Agreement Renewal Quote

Start Date* End Date

*Contract start date takes effect 30 days after receipt of payment.

Company Information

Company Name _____

Street, Address _____

City, State, Zip _____

Contact _____ Email Address _____

Telephone _____ Account # _____

Fax _____ Dealer Name _____

Equipment Information

Laminator Model _____ Serial # _____

Install Date _____

Plan Options

Standard Package Premium Package

Covers parts, labor, travel, priority technical phone support for three years (1 year on rollers)

Covers parts, labor, travel, priority technical phone support for three years (1 year on rollers). Plus scheduled annual preventative maintenance and training.

Payment Options

Account ⇒ Purchase Order #

Cash/Check

Credit Card ⇒

Visa	Mastercard	Amex

Card # Exp. Date

I have read and understood this extended warranty agreement and agree to the terms and conditions stated here i

Customer /Cardholder Signature _____

Authorized Neschen Representative Signature _____

Date _____

OPTIONAL - Scheduled date for maintenance (Premium Package Only) _____

Submit this form to Neschen Americas Technical Services
Neschen Americas, 7091 Troy Hill Drive, Elkridge, MD 21075 Tel: 800-257-7325
Or FAX 800-966-4554



Extended Warranty Agreement

Terms and Conditions

1. **EFFECTIVE PERIOD:** This agreement becomes effective on the date specified in the agreement, provided Neschen Americas has received payment. This Agreement shall remain for three years. The customer's obligation to all charges that have accrued shall survive any termination of this Agreement. The customer also agrees to pay Neschen Americas, upon written demand, any and all expenses, including reasonable attorney's fees incurred by Neschen Americas in exercising any of its rights hereunder. Renewal of this Agreement will be at the published rates and is subject to price and provision change without notification.
2. **AVAILABILITY OF SERVICES:** Neschen Americas, or an authorized agent, will perform routine service and preventive maintenance service calls during the normal business hours (8:00 a.m. to 5:00 p.m.) daily except Saturdays, Sundays or holidays observed by Neschen Americas.
3. **SCOPE OF SERVICE:** Neschen Americas, or an authorized agent, will provide replacement of broken parts and preventive maintenance as necessitated by normal use, unless specified otherwise within the agreement. Neschen Americas will not be responsible for business lost or expenses incurred due to equipment failure caused by delay in or failure to perform its obligations under this agreement. Neschen Americas' total liability for breach of this agreement shall not exceed the unused portion of the service term.
4. **PRE-AGREEMENT INSPECTION:** If the equipment to be covered by this Service Agreement has not been continually covered by a Neschen Americas Warranty or Service Agreement, Neschen Americas may inspect the equipment prior to issuing Extended Warranty. Neschen Americas or an authorized agent will inspect the equipment and perform any service and replace any parts needed to bring the equipment to Neschen Americas specifications, at the customer's expense. The inspection, and any parts and labor required to complete the work, will be charged to the customer at Neschen Americas prevailing rates and terms. Neschen Americas reserves the right to refuse Extended Warranty on any equipment that it deems un-serviceable.
5. **HOW TO USE THE SERVICE:** Call for assistance: If you have a question about your unit or need repair service, call (800) 257-7325 and ask for Technical Service. *Preparing for the call:* The technician will be better able to service your needs if you have the following information ready when you call: system serial number, model number, your customer account number and the date and place of purchase. Explain your problem to the technician: Let the technician know what error message you are experiencing and when it occurs, what you were doing when the error occurred, and what steps you may have already taken to solve the problem. Experience shows that many problems can be quickly and efficiently solved over the phone as a result of close cooperation between user and the technician.
6. **EXCLUSIONS:** The agreement does not cover: Replacement of consumable supplies. Service necessitated by abuse, misuse, neglect, disassembly or vandalism. Unauthorized tampering/damage done to machine by someone other than an authorized Neschen Americas representative. Replacement due to theft. Service due to faulty wired electrical supply, high or low voltage/ampereage, poor ground or interrupted electrical power. Damage caused by casualties such as fire, flood, lightning, earthquake or other natural causes. Damage through use of supplies for parts other than those meeting Neschen Americas specifications for the equipment. Services connected with the relocation of the equipment, routine cleaning.
7. **TRANSFER OF THE AGREEMENT:** Neschen Americas may refuse to honor this Agreement if the equipment is sold to another party or moved out of the Neschen Americas designated servicing area.
8. **TAXES:** Any taxes levied or imposed by any government agency shall be the responsibility of the customer.
9. **PAYMENT TERMS:** Extended Warranty purchases are billed and to be paid in advance.
10. **EQUIPMENT PAYMENT DEFAULT:** Should a customer default in payment on the original equipment or lease contract or any other debt owed to Neschen Americas by purchaser under any agreement, Neschen Americas has the right to refuse service until default is cured.
11. **CANCELLATION:** After the effective date, customer shall have the right to cancel this agreement upon prior written notice to Neschen Americas only at the end of the initial or any annual renewal term. This Agreement may not be cancelled except at Neschen Americas sole discretion if the equipment is moved out of the servicing area. Neschen Americas may elect not to extend the coverage beyond any then-current year by giving written notice to the customer during the year.
12. **RELOCATION OF EQUIPMENT:** Customer will be liable for all costs associated with any equipment relocation requested by the customer. These costs will include all applicable installation and removal charges, special rigging charges, and any parts and technical representative labor connected with the relocation. Technical representative labor and parts will be charged in accordance with the hourly rates and parts prices in effect at the time of the relocation.
13. **ENTIRE AGREEMENT:** The terms and conditions stated on both sides of this Agreement constitute the Agreement in its entirety and shall not be superseded by any modifications submitted by the customer with respect to Neschen Americas.