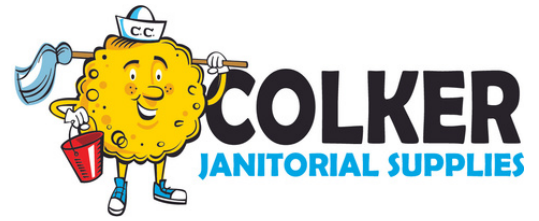


MACHINE REPAIR AGREEMENT



Customer Name _____

Customer ID # _____

Contact Name _____

Phone _____ Email _____

Date

One Machine per Form

PAYMENT Billable Account? YES NO Terms: _____

If COD Account, Credit Credit Deposit Required

Amount Charged? Name on Card _____

MACHINE INFORMATION

Manufacturer _____ Model Name and Number _____

Serial Number _____

Explanation of Problem/Defect:

STANDARD CHARGES: Per hour, billed in 15 minute increments

*Customer pays for all parts including shipping fees unless the suggested repair has been approved for Warranty by the Manufacturer. Please check your machine manual or the manufacturer if you have warranty coverage questions.

DIAGNOSTICS	DIAGNOSTIC FLAT FEE	\$40	
LABOR40	In-house repair: Vacuum	\$40/hour	
LABOR65	In-house repair: All other machines	\$65/hour	
SERVICE90	90.00 Flat Fee for repair within 25 miles + ½ hour diagnostic. Rate of \$75/hour labor will be added for additional time on site	\$90	
SERVICE 100	100.00 Flat Fee for repair over 25 miles + ½ hour diagnostics. Rate of \$75/hour labor will be added for additional time on site	\$100	

See Reverse Side for Repair Policy and Agreement Acceptance

Terms and Conditions: Customer agrees to pay for charges on repairs to equipment listed above. If any additional charges apply due to an unforeseen issue with the repair the Customer will be notified immediately before work is completed. At that time, a new estimate will be given to the Customer with all charges listed for the Customer's approval or denial. The Customer agrees to pay in full for the repairs at time of pick up unless Customer has an account in good standing with Colker Company. Customer is advised to request a photocopy of this signed agreement. Disclaimer: Any equipment, repaired or not, that is left on the property of Colker Janitorial Supplies will be deemed abandoned after 90 days of completed work or denial of work. Colker Janitorial Supplies will assume possession of the equipment and resell it to satisfy the debt.

Quote# _____ Initials _____ Warranty Y N Approved Denied

Machine Repair Policy Terms

Please Initial

- No Guarantee of Warranty Coverage will be made until Machine has been inspected and approved by the manufacturer. _____
- Until the Manufacturer has approved Warranty, the Customer is responsible for all repairs which may include an on-site service call and diagnostic. _____
- All repairs will be treated as a pickup and repaired at our location unless arrangements are made with the Repair Department directly. The Department will set the date and time to make the service call. Repair Department phone 412-391-1955. _____
- Customer is responsible for all charges not covered under the Manufacturer's Warranty. _____
- After a Warranty Claim is Approved or Denied by the Manufacturer the Customer will receive a Revised Invoice or Credit. _____
- All parts will be charged at current prices. Freight and/or small order fees will be added to the Customer's Invoice. _____
- All Quotes, Estimates, Repair Agreements must be signed by the Customer before any parts are ordered and any work is performed. _____
- If any additional charges apply due to an unforeseen issue with the repair the Customer will be notified immediately before work is completed. At that time, a new estimate will be given to the Customer with all charges listed for the Customer's approval or denial. _____
- All equipment must be paid for with a credit card unless the customer has an account in good standing. _____
- Customer has 90 days after repairs are completed to pick up their equipment. If the machine is not picked up within this time frame the machine becomes property of Colker Janitorial Supplies. _____

The Customer is advised to request a photocopy of the Signed Repair Agreement.

I, _____, approve this estimate and agree to the terms and policies on behalf of the Customer listed on front page. **By signing the agreement, the Customer understands and accepts all terms, conditions and policies outlined on this agreement between Colker Janitorial Supplies and the Customer.**