

## **ESS Service Contract**

Contract Type: **24 /7 Service Contract**

Part Number: **200006**

Company Name: **Your Company**  
Contact Name and Telephone Extension: **Your Contact**  
Customers Existing Reference: **Your Ref**  
Our Existing Reference: **Our ref**

Start Date: **19/11/02**

Expiry Date: **18/11/03**

### **Contract Price: £**

1: **Cover Provided by This Contract:**

- |     |  |  |
|-----|--|--|
| 1.1 | Number of Operations:                      | <b>Full Tel + Modem support</b>              |
| 1.2 | Cover is provided between the above dates: |  |
| 1.3 | Number of Instruments Covered:             | <b>Three + Spare Multi-stream systems.</b>   |
| 1.4 | Response time Guaranteed:                  | <b>24 Hr (7 days/week, 6 hour response).</b> |

**If we fail to meet this response time, your contract will be extended by one month, entirely free of charge**

1.5 Pre-scheduled Maintenance dates:

Maintenance Visit No 1: **T. B. A**

1.6 Parts: **All annual service parts required + other parts to an individual value of £350.00 are included.**

2 **Discounts Provided by This Contract:**

2.1 Parts: **List price minus 20% on all non-maintenance parts over £350.00.**

2.2 Training Courses: **Discount of 20% on all bookings.**

2.3 Other Benefits: **Hotline Mobile telephone support and call out facility ( 0800 318953 )**

**Seven days per week cover.**

### 3 Exceptions to This Contract:

3.1 Damage resulting from unauthorized attempts to repair.

3.2 Damage caused by fire, explosion, ingress of chemicals or toxic gases and acts of God are not covered under this Contract.

3.3 All parts / items with a list price which exceeds £350.00, (other than annual maintenance parts) these parts will be supplied at list price less the discount shown in section 2.1 of this contract document.

3.4 If any of the stated equipment is moved from the premises without our previous consent in writing, we may terminate this Contract within reasonable time of our becoming aware of any such fact, or we shall be entitled to amend the contract price to reflect the changes made.

### 4 Health & Safety at Work Act 1974:

We will take all reasonable steps to comply with the above act and any subsequent enactment of a similar nature. It is however, your duty under the said act to ensure the safe availability of the equipment for service.

### 5 The Law and this Service Contract:

The construction, validity and performance of the Contract will be governed by English Law. This constitutes the entire Contract between us, and there are no terms or representations of any kind relating to the above stated servicing except as expressly set forth herein

### 6 Signatories:

This Contract is not valid unless signed and dated at section 8.1 by authorized representatives of the customer and European Spectrometry Services.

### 7 Validity:

This Contract is not valid unless an order number for the full amount shown is stated in section 8.2. This Contract will lapse if the full amount shown is not paid within 30 days of the date on which our invoice is presented.

8 Authorized Signatures:

8.1

For and on Behalf of ESS

For and on Behalf of:

Name:

Name:

Signature:

Signature:

Position:

Position:

Date:

Date:

8.2: Customers New Order Number:  
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8.3 Please sign, copy and return this contract to us along with your official order covering the full amount stated.

8.4 Please complete the addendum on page 4 and please return it to us along with your Contract copy. This is for our records only.

Addendum to ESS Service Contract

Keeping our records up to date helps ensure that we are always able to contact you quickly when you need us. Please take a few moments to fill in your details below. This information will help us to give you the best possible response;

Purchaser's Name:

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Purchaser's Telephone Number:

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User's Name:

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User's Title:

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User's Telephone Number:

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User's Department:

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User's Room No / Mail drop:

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Thank you for your time !, it is greatly appreciated.  
Please return this page to us with your order.