

308 E. Republic Rd.  
Springfield, MO 65807  
417.882.7788 – Phone  
417.889.4818 – Fax



9 AM – 6PM [Mon-Fri]  
9AM – 5PM [Sat]  
Closed Sunday  
[www.computerinnovations.net](http://www.computerinnovations.net)

## PREPAID ONSITE SERVICE MAINTENANCE RETAINER PLAN

Computer Renaissance® offers discounted labor rates when purchased in advance. Maintenance Retainer clients receive priority over non-agreement clients. These hours may be used for labor, upgrades, consulting, software support, onsite warranties, or telephone support. The pre-paid Maintenance Retainer cannot be used to purchase any product or parts. Product and parts purchases must be made separately and independently from this Maintenance Retainer. All requests for service must be scheduled through the Store Manager/Service Manager. The discounted Maintenance Retainer rates are as follows:

<b>Retainer Prepaid Amount</b> <i>(Trip Charge Waived w/Purchase of Retainer Plan unless over 10 miles)</i>	<b>Regular On-Site Rate</b> \$129 1 <sup>st</sup> Hour \$89 Ea Ad Hour	<b>Hours Included</b>	<b>\$/Hr Savings vs. Regular Rates</b>	<b>Total Savings vs. Regular Rates</b>
<b>\$500</b>	\$79/Hour	6.33	\$16.32	\$103 / 17%
<b>\$1,000</b>	\$75/Hour	13.33	\$17.00	\$226.37 / 18%
<b>\$2,000</b>	\$72.50/Hour	27.59	\$17.95	\$495.51 / 19.9%
<b>\$3,000</b>	\$70/Hour	42.86	\$19.93	\$854.54 / 22.2%
<b>\$5,000</b>	\$67.50/Hour	74.07	\$22.04	\$1,632.23/24.61%
<b>\$7,500</b>	\$65.00/Hour	115.38	\$24.34	\$2,808.82/27.25%

A minimum of one-hour labor will be charged on all service calls. All service calls will be billed in 30-minute increments after the first hour. Services provided outside of normal business hours will be billed at one and one-half (1 ½) times the above rates. For onsite service calls within 10 miles, Computer Renaissance® will waive the trip charge upon purchase of a prepaid retainer plan. Beyond 10 miles, mileage at \$.70/mile is charged. A qualified technician will be onsite as necessary within twenty-four (24) hours (except Sundays) from initial contact with a Computer Renaissance® Store Manager/Service Manager. Express service may be provided given availability of service technicians for an additional \$129 fee and will commence within 3 business hours. Equipment under warranty will be serviced according to applicable manufacturer warranty procedures.

This Agreement becomes effective on the date when the Maintenance Retainer is paid in full and is valid for twelve (12) months from date of purchase, unless extended by management. All unused hours will expire at the expiration of this Agreement. The Client will receive an accounting of the hours used and the remaining balance after each invoice. No refunds after 30 days.

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## TERMS AND CONDITIONS

### 1. SERVICE OBLIGATIONS

Computer Renaissance® hereby agrees to perform services for the client onsite, in-store, or via telephone. Business hours are 9:00 a.m. to 5:00 p.m. Monday through Friday, 9:00 a.m. to 5:00 p.m. Saturday.

Computer Renaissance® will perform warranty work on any equipment to the extent the manufacturer authorizes Computer Renaissance® to do so. The client will be charged accordingly for repairs to equipment not covered by manufacturer warranty including parts and applicable labor at the rates set forth in this Agreement.

In no event shall Computer Renaissance® (local Franchisee or Franchisor) be liable to client or any third party for lost profits or for any indirect, special or confidential damages. Further, under this Agreement, Computer Renaissance® (local Franchisee or Franchisor) is not responsible for economic loss, breakdown or failure of equipment and/or performance of any service prevented or caused by manufacturer's defect(s) or shortage(s). This Agreement constitutes the final and complete Agreement between the parties hereto, and no representations or oral agreements have been made by Computer Renaissance® or its agents, which are not incorporated in this Agreement.

### 2. PAYMENT

The client agrees to pay Computer Renaissance® the service charge set forth above in advance of any services rendered. In the event of default in payments of the client's service charge, or any other charge client owes, Computer Renaissance® shall have the right, without notice, to withhold client's service, to refuse to grant client any account on a **C.O.D.** basis, and/or to cancel this Agreement.

### 3. OPTION TO RENEW

The client may renew this Maintenance Retainer provided the Maintenance Retainer is still being offered by Computer Renaissance®. Computer Renaissance® shall have the right to adjust the charges for the Maintenance Retainer to reflect increased economic costs.

Maintenance Retainer Amount Selected \$ _____	Payment Method _____
Payment Received / Effective Date ____ - ____ - ____	
<b>Computer Renaissance</b>	<b>Company Name:</b> _____
Signature _____	Signature _____
Printed Name _____	Printed Name _____
Title _____	Title _____
Company Primary Contact Information	
Name _____	Phone # _____
Address _____	E-Mail _____