

Service Agreement Details

1. General Terms

- We offer 1 year or 3 year agreements.
 - Customers always have the choice of repairs only or the combination of repairs and hours.
 - If you use up all your repairs and hours, simply re-order another agreement.
 - We charge per test system. The maximum charge is for 4 or more systems.
 - Our agreement starts when payment is received.
- Repairs can be converted into hours and hours can be converted into repairs.
 - Our labor rate is \$250 / hour – in blocks of 10 hours.
 - 10 hours can be converted for 1 repair.
 - Don't worry if you use up all of your support hours. We can convert 1 repair to 10 hours, and get you the help you need.
- We discount just about everything by 10% for customers with service agreements.

2. Coverage Details

- These modules are always covered: DMM-16, VFIF-16, PAM-16/N, CMM, CPM-N, SCM-BP.
 - We will try our best to service discontinued modules.
 - Repairs not listed above may take up more than one repair or more time.
- Sometimes we have modules for exchange, but this may require extra fees or more than one agreement repair.
- Repaired boards are returned with a diagnostic and repair summary report.
- Service Agreement customers receive expedited repairs automatically (2 weeks).
- Let us know your preferred shipper and account number.
- We usually respond right away to service requests, but sometimes it takes a day. We work from 9am to 5pm Texas time.
- The best way to reach us is at support@reedholmsystems.com.

3. Travel Expenses

- We bill this at \$750 (domestic) and \$1500 (international), from door to door.
 - We work really hard to estimate how much we need to charge for a customer visit. We will try to combine another customer visit to reduce the cost. We collect this payment before we book travel.
- If you need to change travel dates let us know, because change fees may apply.
- It's no problem to pay by Visa or MasterCard, but there is a 5% fee.