



"1977-2016, Celebrating 39 Years of Excellence"

141 West 28th Street, New York, NY 10001 (212)244-2727

SERVICE REQUEST FORM

In order to receive service, it is required that the Customer approve the Terms and Conditions by signing the "Service Request Form".

Informed Customer: Our customers have the right to be fully informed in advance of the estimated cost of our labor and parts as well as the time it will take to complete the services requested. If after a repair has begun, it is found that additional services or parts are needed to complete the repair, the customer will be informed before the repair will continue.

Diagnosis: We cannot solve problems over the telephone. Technician time for diagnostic services is billable and paid in advance. The diagnostic fee will be applied towards the cost the repair or applied to the cost of new equipment.

Parts: Any part used to restore the product to good operating condition will be new or factory refurbished. In the event that such parts are not available, used parts may be used with customer's prior approval. If the replaced parts are part of the factory exchange program they cannot be kept by the customer.

Network: During some repairs network settings or data may be lost during the process. It is the responsibility of the customer to backup data and applications. American Copy Machines' maximum liability is the cost of the service call. Network services are not guaranteed or covered by service agreements.

We Guarantee Our Work: We guarantee that labor and any parts installed by us will perform satisfactorily under conditions of normal usage for a period of 30 days or 3,000 pages whichever comes first. Some parts may carry a longer warranty and are subject to the manufacturer's warranty. Ask for details.

Service Rates: Below is our fee schedule for service provided Mon.-Fri. from 9:00-5:00 PM except for holidays. The hourly rate is based on service provided on a single piece of equipment plus the price of parts and travel, if applicable. Our minimum service rate is 1 hour and additional time is billed in 15 minute increments.

Payment: All service is C.O.D. Customers are responsible for paying for services by either ACH or Credit Card at the time the services are rendered, unless other arrangements have been made in advance.

Diagnostic Estimates	\$ 75	B/W Printers	\$125 per hour plus parts
B/W Canon Copiers	\$150 per hour plus parts	Color Printers	\$125 per hour plus parts
Color Canon Copiers	\$160 per hour plus parts	Fax Machines	\$125 per hour plus parts
Networking	\$175 per hour	Wide Format Printer	\$175 per hour plus parts

Sales tax is additional if applicable.

All Approved Estimates Require all parts to be paid in full prior to ordering. Balance is Due upon the Completion of the work.

Street Address City, State, Zip

X

Authorized Signature Telephone Email Address

I have read and agreed to the Terms and Conditions listed above and will pay with: ACH Credit Card

ACH (Automated Clearing House Authorization): By providing the below information, Customer hereby authorizes American Copy Machines to automatically withdraw from the bank account described below the full amount due, including any taxes.

Bank Name Routing Code Account Number

Credit Card (5% Service Charge)

Card Holder Name Signature Date

Card Number Exp Date Code

PLEASE FAX COMPLETED FORM TO (212) 244-2739 OR
EMAIL TO: admin@myACMsolutions.com