

Description of service for: Agreement # 1899

Wave Imaging Service Agreement: Platinum Service Contract I.

Terms and Conditions of Sales and Service

A) Labor, parts and travel

Included during regular business hours (Monday through Friday, 9 a.m. to 5p.m.)

B) Transducers and Peripherals.

All transducers and peripherals are included w/ no deductible charges

C) Two preventive maintenance visits per year.

A preventive maintenance visit includes cleaning, lubricating, performing routine diagnostic tests, electrical safety tests and adjusting mechanical or electrical components as needed. Each service visit includes labor and travel within the coverage period.

D) Response Time

For customer outside 100 miles, the typical response time for on-site service is the next business day.

E) Freight Charges

All equipment freight charges to customer site are included.

F) PhoneSupport

Technical phone support included.

G) Accidental Damage Discount

All parts damaged due to misuse will receive a 40% discount

H) Discounted off-time and holiday rates

Limitations

A. Wave Imaging is the only parts and labor provider during this contract. No other companies or persons may service or supply parts for the system, unless authorized by Wave Imaging.

B. All replacement parts are supplied with the exchange of defective parts only.

C. The following terms are not supported by Wave Imaging: Software support, data reconstruction, on-site application consulting, network performance malfunction, environmental or RF interference, customer inflicted damage, supplies, and consumable parts.

D. The customer may terminate this agreement at any time upon (60) days written notice to Wave Imaging. Wave Imaging may terminate this agreement upon (60) days written notice to the customer. Wave Imaging may terminate this agreement at anytime if the customer fails to make a payment when due, or does not perform or observe any other condition of this or any other agreement with Wave Imaging.

E. The service prices are in effect Monday through Friday from 9:00 a.m. to 5:00 p.m. This excludes all off time and holidays.

F. All physical damage will not be supported by this contract.

Agreed: _____
Authorized Signature

Title

Date