

Direct Mobility Solutions

Service Contract

Items Above \$1,000 (USD)

- ☒ **First Year: \$0**
- ☐ **Second Year: \$189.00 (USD)**
2 calendar years from date of item purchase
- ☐ **Third Year: \$279.00 (USD)**
3 calendar years from date of item purchase

Items Below \$1,000 (USD)

- ☒ **First Year: \$0**
- ☐ **Second Year: \$89.00 (USD)**
2 calendar years from date of item purchase
- ☐ **Third Year: \$139.00 (USD)**
3 calendar years from date of item purchase

Assimilation to warranty guidelines of each provider/product. i.e., attach OEM warranty with our invoice upon delivery.

Company Warranty Service Guarantee:

DMS will guarantee free warranty service for one year. Anything repairable or replaceable within the guidelines of the warranty set forth by the manufacturer will be honored.

Under the conditions of a non-warranty repair or replacement. i.e., accidental tearing or damage caused in error or incident by the end user: DMS will assess the problem for free upon initial service request. Any adjustments or repairs that can be completed during this visit will be completed in good faith by DMS at no charge. Any follow-up needed such as parts ordering or replacement, return for repair or replacement or return for adjustment will be subject to DMS standard service fees and also the cost of replacement item(s) are to be incurred by the end user of the piece(s) if they decide to fix the equipment in question.

Extended Warranty Service Option:

DMS offers a purchasable plan of warranty coverage under the exact terms listed above for either one calendar year from the end of the initial year (one calendar year from date of purchase) of free coverage and/or two calendar years from the end of initial agreement. These options are extended only at the time of initial purchase of each single item and are both non-refundable and may be subject to additional charges if damage beyond warranty is requested by end user to be repaired/replaced.

DMS reserves the right to refuse warranty service after initial visit if it is found within reason and agreement with the original equipment manufacturer that the issue reported for service and repair by the end user is not covered under warranty. This will be vetted, documented by both DMS and the OEM and then provided to the end user in full transparency.

Date of Delivery

Print Name

Make: _____

Model: _____

SN: _____

Product Description: _____

Signature

Sales Representative

Signature

