

Abbreviated MMSA Terms:

- Service requests require placing a call to an IKON Service Center toll free number.
- Where applicable, meter readings must be supplied to IKON on a timely basis via different modes (phone, fax, email, and Web meters).
- Only IKON supplied or recommended supplies must be used.
- Customer must provide a key operator for training and a meter administrator for meter read contacts.
- There must be adequate power, space, and environmental conditions suitable for proper operation of the equipment.
- Services provided by IKON under a Service Order will not include the following: (i) repairs resulting from misuse (including, without limitation, improper voltage or the use of supplies that do not conform to manufacturer specifications) (ii) repairs made necessary by services performed by persons other than IKON representatives (iii) service calls or work which the customer requests to be performed outside IKON normal business hours unless prior arrangements are made. These special arrangements are billable.
- Repairs or service calls resulting from attachments not purchased from IKON.
- If customer does not pay all Service Charges promptly when due, IKON may (i) refuse to further service the equipment until such default is cured (ii) service on a C.O.D. basis at current publicized rate.
- Customer may terminate any Service Order agreement under 36 months as long as customer is not in default and provides IKON at least 30 days prior written notice.
- At all times during this agreement, each party agrees to maintain in effect the following insurance coverages: Workmen's Compensation Insurance, Employers Liability Insurance and General Liability Insurance. Coverage shall include all perils generally associated with a commercial general liability policy.
- Customer agrees to confirm delivery of all products covered by this agreement by signing a delivery and acceptance acknowledgement.
- No products shall be returned without IKON's prior written consent.