Door 10 Aala Compound

Km.3 Matina, Davao City

Cell. No,: 0917-710 4215/

0923-612-4734

Tel. No.: (082) 298-7364

**PREVENTIVE MAINTENANCE AGREEMENT**

Setup Date:

Customer Name:

Address:

Expiration Date:

Renewal Date:

Phone number:

1. Service of POSBang Corporation’s POS technicians/services personnel are scheduled during Mall hours (10am-9pm, Monday thru Friday). The goal of this service is to provide a means for POSBang Corporation customers to capture the full life cycle usefulness of our products by ensuring maximum performance.
2. PMA support is only exclusive to point of sale software and database support/troubleshooting, any other additional services that POSBang Corporation offers which can be integrated with the Preventive Maintenance process:
* Extended Warranty Coverage
1. Service Details
* Technical support representative must respond after 48 hours of service report.
* Attend to customer queries through phone call or e-mail.
* Analyses and provides solution to customer problems.
* Provides information to customer about possible delays in solving problem within feedback time committed to customers.
* Guides Customer as they implement correction and patches.
	+ POS machine spare parts, service units or replacements must be provided after 24 hours of service report.
1. Conditions
2. POSBang Corporation technician/services personnel will endeavor to render reasonably prompt service hereunder but will not be responsible for any loss or damage caused directly or indirectly as the result of unavoidable delay in the rendering of such service.
3. Owner agrees to operate equipment per our instructions and permit only our personnel to work on subject equipment.
4. Owner agrees to provide unobstructed access to equipment.
5. No service shall be rendered under this agreement if customer has past due account.

Contract Period: thru

Date

Costumer

Company Representative