

Option 1: Gold Level Plan

- 2x Full machine services at 1000/2000 hours or 6/12 months whichever arises first. Each machine service will be accompanied with full documentation retained on site by the customer.
(Excessive running hours or shift hours may require extra servicing at £500 per service per machine).
- All Travel and Labour costs for further breakdown assistance is inclusive.
(Please note operator error or intentional damage is excluded and you will be charged at our current rates)
- Out of hours telephone support:–
 - 7.00am - 9.00am Monday - Friday
 - 5.00pm - 10.00pm Monday- Friday
 - 9.00am - 2.00pm Saturday & Sunday(Excluding Bank Holiday Weekends and the period Christmas Day to New Year Day)
- Priority Support – our expectation is that after exhausting telephone options we will have an engineer on your site within 24hour (Mon-Fri).

Option 2: Silver Level Plan

- 2x Full machine services at 1000/2000 hours or 6/12 months whichever arises first. Each machine service will be accompanied with full documentation retained on site by the customer.
(Excessive running hours or shift hours may require extra servicing at £500 per service per machine).
- Labour and travel time costs for further breakdown assistance at a %10 reduced rate. Mileage will be charged at full rate.
- Out of hours telephone support:–
 - 7.00am - 9.00am Monday - Friday
 - 5.00pm - 10.00pm Monday- Friday
 - 9.00am - 2.00pm Saturday & Sunday(Excluding Bank Holiday Weekends and the period Christmas Day to New Year Day)
- Priority Support – our expectation is that after exhausting telephone options we will have an engineer on your site within 24hour (Mon-Fri).

Option 3: Bronze Level Plan

- 1 x Full machine services at 1000 hours or 12 months whichever arises first. Each machine service will be accompanied with full documentation retained on site by the customer.
(Excessive running hours or shift hours may require extra servicing at £500 per service per machine).
- Labour and travel costs for further breakdown assistance at full rate.
- Out of hours telephone support:–
 - 7.00am - 9.00am Monday - Friday
 - 5.00pm - 10.00pm Monday- Friday
 - 9.00am - 2.00pm Saturday & Sunday
 - (Excluding Bank Holiday Weekends and the period Christmas Day to New Year Day)
- Priority Support – our expectation is that after exhausting telephone options we will have an engineer on your site within 24hour (Mon-Fri).

Enrolment Form For:

1. Service cover plan option **GOLD** **SILVER** **BRONZE** .
2. Enrolment in the CNC - Service Club is for 12 calendar months or 2000 hours, which ever occurs first.
3. Preferred service interval date/dates _____ and/or _____.
4. Onsite contact _____.
5. Official Order Number (please note we will continue to use this order number each time the contract is renewed unless advised otherwise).
6. Invoice Address _____ Site Address _____

Tel.No:
Fax No:

Tel.No:
Fax No:

Contact:

Contact:

7. We agree to pay the charges prevailing at the commencement date in full/12 month prior by standing order. If there are any price changes, we will be notified in writing accordingly.
8. In the event that we wish to cancel this agreement, notice will be given in writing 30 days prior to the next scheduled visit.
9. We agree to the standing charge of

£	for machine type
£	for machine type
£	for machine type
£	for machine type
£	for machine type

CUSTOMER SIGNATURE _____.

Position _____ Date ____ / ____ / ____.

SERVICE CONTRACT TERMS & CONDITIONS

1. The company's general terms and Conditions shall apply.
2. All service provided by the company in accordance with this agreement shall be carried out by employees of the company or by sub-contractors employed for that purpose.
3. The machines supplied must be operated and maintained in accordance with instructions provided by the company, with due particular reference to maximum loadings.
4. The customer shall ensure that the company's employees, agents or sub-contractors have full and free access to the equipment at all reasonable times for the purpose of inspection and service.
5. The customer shall ensure that, when required by the company's employees, agents or sub-contracts, fully competent operating staff is on site to operate the equipment, to demonstrate any faults, and subsequently to verify the satisfactory operation of the equipment.
6. The customer shall ensure that the machines are clean, and provide, at no charge, adequate working space, power and lighting to enable the company to perform the services.
7. In the event of non-payment by the due date the company reserves the right to suspend performance of its obligations under this agreement until such payment is made.
8. The company reserves the right to make a charge for engineers time and other costs and expense incurred in responding to a call for service where the cause of the fault was external to, or due to miss-use of the machine. Such would be made the normal service rates applicable at the time of the visit.
9. This agreement will remain in force for one year, unless otherwise stated.
10. It is the responsibility of the customer to inform our Service Department (0113 2866689) of any change in shift patterns so adequate servicing can be planned, which may incur additional contract charges.
11. The company shall not be liable for any consequential loss of production for any reason.