



# Performance Promise

- ◆ **Up-Time Guarantee**
- ◆ **Unconditional Buyer's Guarantee**
- ◆ **Technology Upgrade Guarantee**
- ◆ **Service and Supply Cost Guarantee**



## **CORPORATE HEADQUARTERS**

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**[www.da-com.com](http://www.da-com.com)**

## **I. A PROUD TRADITION OF SERVICE SINCE 1948**

- Da-Com is one of the largest locally owned and operated dealerships in the Midwest, covering over a 150-mile radius of St. Louis. Our philosophy since our founding in 1948 has been to service and guarantee everything we sell and to protect our customers' investment.
- We still service and have parts available for some of the office equipment sold over 10 years ago. We intend to continue this practice.
- To help us keep our promise of quick, efficient service, we carry one of the largest parts inventories of any dealer in the area. Our service technicians receive factory updates in their areas of expertise, and are backed by technical field supervisors and technical managers.
- Our customers say that we do things better, and that we do them right!
- Since 1972 our Service Department has received the prestigious "World Class Service Award" from Lanier Worldwide awarded to us as one of the top ten service centers in the United States. In addition, every year since 1992, we have received Lanier's Gold Level award. We consistently receive awards for our outstanding customer service, and take great pride to have proven ourselves to be the "Best of the Best".

## **II. UP-TIME PERFORMANCE GUARANTEE**

- We strive to respond to service calls within 2 hours by phone and our response time to your office will average 4 hours or less.
- Should our service technician be unable to repair your copier in a timely fashion, we will, in an emergency situation, supply you with a temporary loaner machine until repairs on your system are completed.

## **III. UNCONDITIONAL BUYER'S GUARANTEE**

- We guarantee what you purchase from Da-Com.
- If at the time of initial installation and for six months following this installation, the system you purchased from Da-Com does not perform as originally demonstrated, we will replace it with a similar model or give you your money back.
- Da-Com will have parts and supplies available to you for a minimum period of three (on used equipment) to five years (on new equipment) after the installation.

## **IV. TECHNOLOGY UPGRADE GUARANTEE**

- Da-Com understands that your business is growing. As it does, your needs grow and change. Technology is also changing at a record pace. When you need to upgrade to a larger, faster machine or to a new technology, during the first year after the initial installation of the Equipment, we will credit two-thirds of your initial investment toward the base price of a new system. During the second year, we will credit one half of your initial investment, and we will credit one-third of your initial investment during the third year. For this to be in effect, you must keep your copier under a Da-Com Guaranteed Maintenance Agreement and use Da-Com recommended consumables obtained from Da-Com. Your copy volume must not exceed the maximum volumes specified in the Copier and Fax Maximum Usage and Reimbursement Schedule. Service, supplies, and/or interest charged by leasing or financing companies do not apply. Early payout charges by a leasing or financing company also are not figured in the upgrade guarantee discount.

## V. SERVICE AND SUPPLY COST GUARANTEES

- Da-Com guarantees for five years that your service and supply costs will not increase more than the percentage of change of the Consumer Price Index, or more than the percent of change of the manufacturer's list price. You must be the original owner of the copy system and it must be continually covered by a Da-Com service agreement. Many of our manufacturers' list prices have actually decreased during the last five years due to increased reliability of new products and improved manufacturing and distributions.

## VI. TERMS AND CONDITIONS

- The equipment must be operated and maintained in accordance with applicable directions and specifications and is not abused or negligently treated.
- The Customer permits access by Da-Com service technicians to the Equipment for the purpose of performing routine or emergency maintenance. Repairs not covered by Da-Com's standard warranty or by a current Da-Com Guaranteed Maintenance Agreement will be billed at Da-Com's current time and material charges.
- The Equipment is to be continuously covered by a Da-Com Guaranteed Maintenance Agreement, the terms and conditions of which are set forth in the Da-Com Guaranteed Maintenance Agreement.
- The Customer remains current in its payment for Equipment, supplies and Guaranteed Maintenance Agreement. Failure to remain current on invoices will void the Da-Com Performance Promise.
- Use only Da-Com recommended consumables, purchased from Da-Com. The use of unauthorized parts and supplies may damage your Equipment. Damage and/or copy quality issues caused by incompatible parts and/or supplies will not be covered by, and may void this warranty.
- This agreement is nontransferable. If such a transfer occurs, the Da-Com Performance Promise is void.
- The signatures below indicate that Da-Com's representative and customer have read and understand these guarantees.

|  |                                      |
|--|--------------------------------------|
| _____<br>Installation Date               | _____<br>Customer/Company Name       |
| _____<br>Brand, Model, Serial Number     | _____<br>Customer Street Address     |
| _____<br>Da-Com Sales Representative     | _____<br>Customer City, State, & Zip |
| _____<br>Da-Com Accepting Vice-President | _____<br>Customer Signature          |

The parties agree this is the entire agreement; there are no additional agreements written, implied or oral. This agreement cannot be altered, amended or assigned to another party or customer without a written instrument signed by both an officer of Da-Com Corporation and Customer. This Agreement must be signed by the customer and by an accepting Vice-President of Da-Com. A sales representative's signature alone will not validate this agreement.

*“The bitterness of poor quality remains after the sweetness of low price is forgotten”*