

# Hendrix Business Systems, Inc.

Service **PLUS**

To protect your investment in your equipment and business plan, we are proud to offer our premium level of service. **HBS ServicePLUS** is designed to enhance the standard service contract with technical support from Hendrix IT Systems Support. **Hendrix Business Systems will continue the 30 day “grace period” policy for connectivity support on new lease/purchases free of charge while you get acquainted with your new equipment.**

After that period, we will provide connectivity support for your covered equipment under the **HBS Service PLUS** contract for a nominal monthly fee or on a “per call” basis at our discounted hourly rate. Service calls related to connectivity issues will be handled by our certified network engineers working with your end users or your IT staff.

## HBS Service PLUS Services Include :

- **UNLIMITED Phone and Remote Support**
- 3 hours monthly On-Site Support
- Print driver installation and configuration on workstations.
- Scanning issues related to the covered equipment.
- Applications installed by our technicians for the purpose of printing and scanning.
- Your application printing issues to the covered equipment.
- Working with your IT department to resolve any printing or scanning issues to the covered equipment.
- General **“Work Flow Consultation”** - Technology moves quite fast in the printing and scanning business. What was efficient last year may very well have been replaced by technology that is even more efficient. Let us help you cut costs and time related to your printing, scanning and delivery of data.
- **Discounted rate for extensive service** – Participants in **HBS ServicePLUS** will receive a 50% discount for connectivity support that is performed over and above the 3 hour monthly allotment.

**HBS ServicePLUS** is offered for **\$22.50 per month per Equipment ID**. Call us at **704-574-4800** for more information or fill out the form below and fax it back to us at 704-847-3941 or email to [itsupport@hendrixbusiness.com](mailto:itsupport@hendrixbusiness.com) . Let us worry about your printing and scanning needs, leaving you to concentrate on your business.

Account Name: \_\_\_\_\_ Equip ID: \_\_\_\_\_

Signed: \_\_\_\_\_ Printed name: \_\_\_\_\_

Date: \_\_\_\_\_

**HBS ServicePLUS** does not include hardware (computers, switches, wiring), virus or spyware issues, application installation and configuration other than software installed by our technicians, backup of end-users data, mail server configuration, or color calibrations. This contract is an optional addendum to the equipment service contract and cannot be purchased separately. All terms and conditions stated on the equipment service contract are assumed applicable to the **HBS ServicePLUS** contract.

