



DTR BUSINESS SYSTEMS, INC.
1160 CENTRE DRIVE
WALNUT, CALIFORNIA 91789
909-598-5721

"A Tradition of Excellence Since 1983"

HARDWARE SERVICE AGREEMENT

User:

Contract #:

Telephone:

Reseller:

Effective Date: mm/dd/yyyy

Expiration Date: mm/dd/yyyy

System Serial No: xxxxxxx

DTR Business Systems, Inc. is pleased to provide this next business day, extended warranty / maintenance agreement. Your coverage is effective for the period listed above and will, in most cases, be eligible for renewal (contact your reseller or DTR for renewal information).

Your agreement covers the covered server (serial number above) components and on-site labor (during normal business hours). Should you experience a hardware failure, please contact your reseller or DTR at 909-598-5721 - support@dtrbus.com or submit your service request via the web at <http://www.dtrbus.com>. We will respond to your request as quickly as possible to assist in determining the exact nature of your hardware problem as well as the most effective path towards resolution. Should your problem require an on-site response we will strive to arrange this on a next business day basis. If you need to arrange for service outside of our normal business hours, please contact us for pricing and availability information. DTR's responsibility is strictly limited to the replacement of the failing hardware components and we are not responsible for software related issues. Failures determined to be caused by customer neglect or abuse, weather or other acts of God, electrical failures or any other causes external to the items covered by this agreement are specifically excluded and are subject to additional billing.

Please notify DTR of any changes to your contact information so we can more effectively handle your service needs. Providing effective and efficient service is an important focus at DTR and we trust that your service experience will be extraordinary. Please contact us with any questions or comments that you might have.

Rene Beltran, Executive Vice-President