

Business Service Retainers

Options	Hrs. Pre-purchased	Hourly Rate	Price	Total with Tax
Normal On-site Rate		\$140		
Discount Opt 1	10	90	900	949.50
Discount Opt 2	20	80	1,600	1,688.00
Discount Opt 3	30	75	2,250	2,373.75
Discount Opt 4	40	70	2,800	2,954.00
Discount Opt 5	50	65	3,250	3,428.75
Discount Opt 6	100	55	5,500	5,802.50

Retainer Terms

Retainers must be pre-paid in order to get the discounted service rate. Normal service rate will be charged until the retainer is paid. Once the retainer is paid, the discounted rate will only be applied to hours worked after the payment has been received.

The time spent per service call will be deducted from the amount of hours remaining. Service, phone support and consulting time will be deducted from the retainer at the discounted hourly rate.

Time will be tracked by MacMan, Inc. and a statement of hours used and remaining will be sent to the customer.

There will be no refund or credit for unused hours. Unused hours will expire in 12 months from date of purchase. In the case of multiple retainers, the hours from the first retainer will be used first.

Regular service will be done Monday through Friday from 9:00 a.m. to 5:00 p.m. and must be pre-scheduled. Other hours may be arranged. An additional 1/2 hour per hour, will be charged for off-hour service. This addition will be at the customer's current retainer rate. MacMan, Inc. reserves the right to keep track of the official time spent per service call. Prep time, travel time, bench time and on-site time will be considered in the total time. If multiple techs are on the same service call, travel time and labor will be calculated per service tech and be deducted from the number of hours remaining on the retainer.

Parts are not included with this service retainer. Parts may not always be needed; therefore parts will be billed separately on an as needed basis. MacMan, Inc. reserves the right to determine when and what parts may be needed for a particular job. MacMan, Inc. will advise the customer of parts needed and their costs before replacing any parts.

To accept this agreement, complete the bottom portion, sign below and send original copy, with payment, to **4677 Keystone Crossing • Eau Claire, WI 54720** (make checks payable to MacMan, Inc.) Fed. #39-1776623 If a signed copy is not received, but payment is, acceptance of this agreement will be assumed based on receiving your payment.

This agreement between MacMan, Inc. and _____, begins on _____ (date). _____ (name) shall be the primary contact person for this agreement. The option number chosen is, _____, and the total amount of hours being pre-purchased is, _____.

I accept and agree to the terms and conditions of this agreement. I am enclosing my payment of _____.

Customer _____ Date _____