

# *ID Solutions Division*



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**DATAMAX**<sup>®</sup>

Factory Authorized  
Sales and Service

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## *A Century of Identification Solutions*

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7-1-09

### Standard Service Terms and Rates

Effective July 1, 2009

Travel charges for all service calls will now be made at the rate allowed by the IRS on July 1<sup>st</sup> of each year. As of July 1<sup>st</sup>, 2009 the rate is 55 cents per mile. Tolls and parking are additional. For example a typical 20 mile round trip in NJ comes to \$11.70. The mileage will be taken directly from the 'Microsoft Streets and Trips' or 'Mapquest'

Our rates are among the lowest in the industry for certified service.

**Note: Special lower hourly rates (95.00/hr) are sometimes available for the first call, and for established customers who purchase labels from us. Please inquire when you call.**

1- \$149/hour from office departure to return. Time for the travel portion will be taken from 'Microsoft Streets and Trips' or 'Mapquest'. This time is invariably less than actual time. We reserve the right to charge actual time for calls required during peak travel hours or to congestion prone areas. Customer will be advised beforehand if this is the case.

2-Parts will be billed at the Printer Manufacturer's List price.

3- Hourly charges will not be made for 'Call-Backs' due to lack of parts availability on the initial call or a recurrence of the same problem within 60 days. Travel Charges (mileage & tolls only) will apply.

4-Telephone support for any problem on the printer serviced will be provided free of charge for 60 days.

5- There is a minimum charge of \$149.00 plus travel (see above) and sales tax, which is payable by credit card before the technician is dispatched. The balance, if any, will be charged to the same credit card. Credit worthy accounts may be billed on account on subsequent calls once credit is approved.

Please fill out page 2 completely so we can attempt to forecast what the problem is

Read and agreed by: \_\_\_\_\_ Date \_\_\_\_\_

## SERVICE/REPAIR REQUEST

**Customer Company name:**

**Contact:**

**Telephone #:**

**e-mail:**

**Address:**

**Closest intersection:**

**City, State, Zip:**

**Credit Card info:**

**Printer Brand and model number:**

**Type of Labels: Transfer (ribbon used) or Direct (no ribbon):**

**Sizes of labels most used:**

**Approximate number printed per month:**

**Description of problem:** Please be as complete as possible. We may be able to clear the problem over the phone and, if not, be better prepared with parts to make the repair. If possible, perform a 'self test' and be sure to mention whether there are straight white lines (voids) running vertically through the printing and fax or e-mail us a copy of printed labels if any can be produced.