

Agreement No:

Date: ____/____/2011

Computer/Software/Hardware Residential Maintenance Agreement

This maintenance agreement establishes a process for the hardware repair of Computer, peripheral equipment and Software Maintenance, which include Hardware Maintenance, Operating System Support, Network Support, (Network Operating System & Network Infrastructure Support), Antivirus Software Support & Application Software Support. Replacements/Upgrade parts are not included, when in need of such.

This is a prepaid agreement between recipient _____ & the Provider. **Miami PC Wiz, Inc** for the repair of all hardware/software that apply to the above description.

This Maintenance Agreement includes and provides on-site repair and labor to above recipient, excluding all cost of New Software and/ or Hardware accessories. Provides maintenance for Wireless Networking, fixed cabling, wall sockets, fly leads and the networking functionality on client Workstations, and Network Printers. (Installation and configuration of customer supplied network client software for server operating systems.

Procedure

When a user feels that they have a hardware or software problem with any of the covered Workstations or Computer equipment, an email, or phone call should be made to Miami PC Wiz, Inc. for maintenance/repair service. Upon receipt of the service request, we will respond by the next business day, and sometimes on the same day.

Fees: We will charge **\$25.00/ Work-Station/Host** per month, and every two years it will increase 15%. Service Contract Termination by either party is permitted, as long as 90 days notice is given in writing.

Others

- We will not be responsible for any of your Accounting, Book Keeping, Data Loss, and Wrong Data Feeding.
- Third party software licensing i.e. Antivirus, Windows, FoxPro and others is not included in this agreement.
- The above service charges are applicable up to _____ Computers. If number of computer is exceeded from the previous established above a **\$25.00** per additional computer per month will be added, and in case it decreases from the range mentioned above, the contract amount will be adjusted accordingly.

The terms of this agreement starts on ____/____/2011 and tentatively last for 2 years at the fixed rate of \$_____/month.

We hereby agreed with the terms & conditions contained in this Hardware/Software Maintenance agreement.

Miami PC Wiz, Inc.

Signature

Signature

Name & Designation

Name & Designation

Dated: _____

Date: _____