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A RICOH COMPANY

SALES ORDER / SERVICE ORDER

Master Sale Agreement Date

Master Maintenance Agreement Date

Master Maintenance and Sale Agreement Date

JUN 24 2011

CUSTOMER INFORMATION

Legal Name	HIDALGO COUNTY	Contact	DELMA SILVA
Bill To Address	100 N CLOSNR BLVD FL 2	Install Address	100 N CLOSNR BLVD FL 2
City	EDINBURG	State	TX
Zip	78539	City	EDINBURG
		State	TX
		Zip	78539

This is an Order made pursuant and subject to the terms and conditions of the above referenced Master Agreement(s) between Customer and IKON Office Solutions, Inc. The signature below indicates that the Customer accepts all terms and conditions of the applicable Master Agreement(s) for this sale, including but not limited to the terms and conditions set forth in the Master Agreement(s) and any Exhibit A thereto, all of which are incorporated herein by reference and made part of this Order. This Order is not valid unless and until signed by an Authorized Manager of IKON Office Solutions, Inc.

PRODUCT DESCRIPTION	Check ALL that apply
Make / Model / Serial Number	<input type="checkbox"/> Additional Product Description page(s) attached
Service Level	<input type="checkbox"/> Professional Services fees included
RICOH MPC2050 EID 11803213 SERIAL C14071033	<input type="checkbox"/> Fixed Service Charge
	<input type="checkbox"/> Sales Tax Exempt (**Must attach valid Exemption Certificate)

EQUIPMENT CHARGES
Total Product Purchase Price
Excludes Tax

SERVICE CHARGES			
Total Service Charges Per Billing Frequency	Minimum Term	Guaranteed Minimum Volume Per Billing Frequency	Cost of Additional Images
339.30	12	B&W 30,000	B&W .0121
Billing Frequency	YEARLY	Color	Color .087212
			YEARLY

Additional Provisions: PO REQUIRED CONTRACT BILLS YEARLY. EFFECTIVE AUGUST 2011 TO AUGUST 2012

CUSTOMER	
Authorized Signature	
Signature Printed Name	Hon. Ramon Garcia
Title	County Judge
Date	7/5/2011

IKON OFFICE SOLUTIONS, INC.	
Authorized Signature	
Signature Printed Name	Kimberly Johnston
Title	Greater Texas Billing Manager
Date	06/24/11

MASTER MAINTENANCE AND SALE AGREEMENT

IKON INFORMATION			
Legal Name	HIDALGO COUNTY		
Bill To Address	100 N CLOSNER BLVD FL 2		
City	EDINBURG	State	TX Zip Code 78539

This Agreement sets forth the specific terms and conditions under which IKON agrees to sell the specific products identified on a Sales Order (defined below) entered into hereunder ("Products") and/or provide maintenance services for the specific items of equipment identified on a Service Order (defined below) entered into hereunder ("Services") to Customer from time to time. Either party may terminate the "master" arrangement contemplated by this Agreement at any time upon prior written notice to the other. Termination of this Agreement shall not, however, alter or otherwise modify the rights or obligations of the parties with respect to any Sales Order or Service Order placed and accepted prior to such termination.

The following terms shall apply to all Service transactions:

1. **Services.** (a) In order to obtain Services from IKON hereunder, Customer will either (i) execute a Service Order (in a form to be provided and executed by IKON) referencing this Agreement, or (ii) issue a valid and signed purchase order to IKON (each referred to in this Agreement as a "Service Order"). Each Service Order must identify the specific equipment to be serviced, the term of the Service engagement, the location at which Services shall be performed and the applicable Service charges for such order. IKON will not be responsible to provide services for equipment, for terms or locations not identified on the Service Order accepted by IKON.

(b) As part of its Services, IKON will repair or replace in accordance with the terms and conditions of this Agreement any part of the serviced equipment that becomes unserviceable due to normal usage (other than consumable supplies). Replacement parts will be furnished on an exchange basis and will be new, reconditioned or used. All parts removed due to replacement will become the property of IKON.

(c) The Services provided by IKON under a Service Order will not include the following: (i) repairs resulting from misuse (including without limitation improper voltage or the use of supplies that do not conform to the manufacturer's specifications); (ii) repairs made necessary by service performed by persons other than IKON representatives; (iii) service calls or work which the Customer requests to be performed outside of regular IKON business hours (unless covered under an extended hour service contract) and Service calls or work which the Customer requests to be performed on IKON holidays; (iv) removable cassette, copy cabinet, exit trays, or any item not related to the mechanical or electrical operation of the serviced equipment; (v) consumable supplies such as paper or staples, unless expressly provided for in the Service Order; (vi) repairs and/or service calls resulting from attachments not purchased from IKON; (vii) any software, system support or related connectivity unless specified in writing by IKON; (viii) parts no longer available from the applicable manufacturer; (ix) electrical work external to the serviced equipment, including problems resulting from overloaded or improper circuits; and (x) installation or de-installation and/or movement of the serviced equipment from one location to another unless specified in writing by IKON. Damage to serviced equipment or parts arising from causes beyond the control of IKON are not covered by this Agreement or any Service Order. IKON may terminate its Service obligations under this Agreement and/or any Service Order with respect to any item of serviced equipment that has been modified, damaged, altered or serviced by personnel other than those employed by IKON. Additionally, service necessitated as a result of inadequate key operator involvement, operator caused damage, lack of recommended service, or use of inadequate or incompatible supplies may result in Service being rendered on a time-and-material basis in addition to the Service Charges.

2. **Service Calls.** Service calls will be made during normal business hours at the installation address shown on the applicable Service Order. Service does not include coverage on IKON holidays. Travel and labor-time for the service calls after normal hours, on weekends and on holidays, if and when available and only in the event and to the extent that IKON agrees to provide such non-standard coverage, will be charged at overtime rates in effect at the time the service call is made. IKON representatives will not handle, disconnect or repair unauthorized attachments or components. Customer is responsible for disconnecting and re-connecting unauthorized attachments or components. Customer shall hold IKON and its employees and representatives harmless from and against damages to any unauthorized parts, components or accessories as well as any claims arising therefrom.

