

SERVICE AGREEMENT QUOTE

Webb County
 1110 Washington St.
 Laredo, TX 78042
 Webb County Offices

COVERED ITEMS

We propose to furnish the materials and perform the labor necessary for the completion of the Scheduled Maintenance & Service Program on system(s):

(1) GET PO FOR ORDERING PARTS

Serviceable Item	Units	Serial Number	Manufacturer	ProductType	Location
366	1	30762	KardexRemstar Inc	Vertical Carousel-Lektri ever	Lektriever-Public Defender's Office

SERVICE LEVEL OPTIONS

Platinum Plan (Preventative Maintenance, Labor, and Discounted Parts Program)

- * Two scheduled Preventative Maintenance inspections per year.
- * Covers 100% of all Labor Service charges for repairs.
- * 25% discount for all parts required as a result of normal wear & tear.
Does not include operator error or misuse.
- * Subject to the availability of parts.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment:

Program effective dates: 12/15/24 through 12/14/25

\$1,781.23

For Extended Agreements we will apply a 5% discount on a 2 year price total and 10% discount on a 3 year price total. A one-time in-full payment is required to receive the discounted rate.

Southwest Solutions Group would like to thank you for the opportunity to serve you and our team looks forward to serving you in other areas, please visit our website at www.southwestsolutions.com for more products & services.

Sincerely,
 Chelsea Brown
 Direct: 972-331-8876
 Cell: 214-998-0045
 Fax: 888-980-8177
chelseabrown@southwestsolutions.com

Previous Agreement	
Agreement #	8,054
Status	Valid Contract
Expires On	12/14/2024 12:00:00AM
Subscription Length	12 Months

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ACCEPTANCE PAGE FOR SERVICE AGREEMENT

Webb County, Webb County Offices

Please **CHECK** the option of choice, authorize below, and return a copy to Southwest Solutions Group via email chelseabrown@southwestsolutions.com, please retain original for your records. **Payment terms are Net 30. Quote expires 1/1/2025.**

Accepted by: _____ Date: _____

Title: _____

Bill-To Address: _____

City: _____ State: _____ Zipcode: _____

Purchase Order # if appropriate: _____

Accounts Payable Email: _____

OTHER NOTES

Preventative Maintenance, Service and Repair calls are provided during Southwest Solutions Group's normal work hours Monday - Friday, excluding holidays.

Normal response time: A technician will be en-route within 24 hours upon receiving the service request.

24/7 response time: A technician will be en-route within 4-6 hours upon receiving the service request.

This Agreement does not cover repairs for damages caused by acts of God, vandalism or misuse.

Southwest Solutions Group is not responsible for delays or failure to furnish parts or service caused by acts of God, labor unrest, failure of transport or operational errors and causes beyond the control of Southwest Solutions Group.

To help ensure proper operation, you should perform all routine periodic housekeeping duties as outlined in your system's operating manual. You must ensure no foreign matter or debris falls into areas that may hinder normal operation of the equipment, resulting in equipment failure.

Coverage under this Agreement will be voided if the equipment is dismantled, relocated or substantially modified without prior approval from Southwest Solutions Group.