



February 27, 2008

Service Agreement

This service agreement between
and IMA America Corporation consists of the following:

- Two (2) visits by a factory trained IMA America customer service representative per calendar year. Each visit will consist of one (1) eight (8) hour day at the customer's facility. All incurred costs for this visit are included in the service agreement's rate excluding spare parts that need to be exchanged.
- The customer can utilize 100% of the funds invested in the service contract towards regular service visits for one year after the date of the signed service agreement.
- During the visit, the technician will make machine adjustments where possible, look for wear and tear on the machine, submit a recommend spare parts/upgrade list in writing and perform and check preventative maintenance procedures. The customer agrees to have one maintenance person for training and assisting purposes on site during the visit.
- The agreement is not limited to a specific piece of IMA equipment. The IMA America customer service representative will perform work on any IMA machine owned by the customer.
- The visits will be scheduled by IMA America Corporation in accordance with the customer's schedule. The dates for the visits have to be communicated between IMA America and the customer at least four (4) weeks in advance.
- The fixed annual rate for this agreement will be \$ 2,400.00 due in full after 30 days of receipt of customer signature of service contract.



The following incentives are included in the total price:

- **100% of the funds invested in the service contract can be utilized towards regular service visits for one year after the date of the signed service agreement.**
- **In case the customer requests an extension of the service visit, customer receives a 15% discount on the standard hourly rates of IMA America. For all other expenses regular rates apply (lodging, meal allowance etc.).**
- **The customer will receive a 20% discount on any spare parts purchased from the recommended spare parts/upgrade list that the IMA America customer service representative will provide during his visit.**

Purchase Agreement

This Service Agreement is entered into by and between hereafter known as the customer and IMA America Corp.

IMA America Corp. agrees to provide the customer with two (2) annual service visits for the following machine/machines at the cost listed in this contract.

Machine Model: _____	Machine #: _____
Machine Model: _____	Machine #: _____
Machine Model: _____	Machine #: _____

Customer's signature below will hereby signify his acceptance, understanding and the conditions of this agreement identified within. This agreement is based on the equipment being in standard operational condition at the time service begins. The agreement shall be renewed annually unless either party gives written notice to the other prior to the anniversary date. The service agreement will be billed on the anniversary date and must be paid in advance. Any additional charges resulting from the customer service representative's visit will be billed after the service visit.

If customer fails to use their service agreement in the one year period there will be no refund of payment. It is the customers responsibility to contact IMA's service department to schedule both visits at least (4) weeks in advance.

(Accepted, customer signature & date)

(Accepted, IMA America Corp. signature & date)

(Customer P.O. #)