



Diversified Equipment and Supply

11223 Blair Road
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Phone 704-545-5198
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At DES, we face the same challenges as many other companies aiming for the high level of support you have become accustomed to from us. In an effort to maintain the same level of service in today's challenging environment, we now have four support plans for you to choose from that best fits your needs. Rather than offer only one solution, we gave much thought to allowing you to choose which plan fits the need of your company and situation. We look forward to providing you with personalized support from a team that treats your business as if it were their own. We work to provide not just answers but total assistance with a plan for success in mind. Payment for these plans is required prior to service or support with either a Visa or MasterCard .

Please check the Plan that you wish to purchase.

Plan A: *By the incident - \$125.00.*

This will allow you access to a technician. This does not mean the technician will be able to help you immediately but your call will be returned promptly.

This will include up to two hours of phone support. If the full block of two hours of time is not needed, the remaining time will not be allowed to carry over.

Plan B: *By the incident Package - \$325.00*

This allows for **three** incidents as described in Plan A at a reduced rate. All three incidents must be used during a one year period.

Plan C: *Annual Support - \$800.00*

Receive unlimited phone support for the year. This will also get you on our monthly e-maintenance reminder service. This service includes simple maintenance reminders such as checking air filter, replacing batteries, insure the machine is properly lubricated, and filters are kept clean.

Once we receive payment, your support plan will begin, one year from that date, the plan will expire and if not used, the plan will not carry into the next year.

Plan D: *The PRO'S Choice - \$1,400.00*

The PRO'S Choice offers you all the same great benefits as Plans B and C, with the exception that if you do not use the full portion of the support plan, we will convert the dollar amount to a corresponding number of hours of onsite maintenance or applications training. The customer will be responsible for travel and living expenses of the technician.

Payment Options:

Please indicate your choice and return this form by fax to Adrienne, Ron or Ginny @ 704-545-9906 – Contact Adrienne, Ron or Ginny @ 704-545-5198 with questions.

Credit Card (MasterCard or VISA)

Card Number # _____

Exp ___/___

Security Code ____ (3 digit code on reverse side of credit cards) This code is required for all sales transacted by phone or other electronic media.

Cardholder Signature _____

Print Cardholder name: _____