

ATAGO USA SERVICE CONTRACT

CONTRACT NUMBER

SV2023-0100

CUSTOMER INFORMATION			
Company Name		Contact Name	
Street Address		Phone Number	Fax Number
City	State	Zip Code	Email Address
ADDITIONAL INFORMATION (INTERNAL USE)			
Unit Model	Serial #	Manufacturing Year	Additional Comments:
Payment Type Pre-Paid	Amount \$60.00		
Contract Term 12 Months	Starting Date	Expiration Date	

I (the Contract Holder), acknowledge that: The information provided above is, to the best of my knowledge, true. I understand that authorization from the Administrator must be received before any repairs are performed under the Contract.

SIGNED for and on behalf of

COMPANY NAME

Name _____

Title _____

Date _____

Signature _____

SIGNED for and on behalf of

ATAGO USA, INC.

Name _____

Title _____

Date _____

Signature _____

Quality Refractometers / Polarimeters

OVERVIEW & BENEFITS

This Service Contract covers malfunctioning of internal components.

This Service Contract *does not* cover all Breakdowns and excludes some conditions. For detailed information, please refer to the “Conditions & Exclusions” segment.

Annual general inspection will be provided; No labor fees will be applied.

In case of breakdown, a loaner unit with similar specifications will be provided while our service team works on diagnosing and repairing your instrument.

No deductible required. In the event of breakdown, ATAGO USA, Inc. will perform a full inspection of the instrument and repair it free of charge, provided that the repair falls under the covered category.

Included under this program:

- A. General Inspection
- B. Leak Test
- C. Temperature Adjustment
- D. Calibration
- E. LCD Check
- F. Light Volume Check
- G. Optical Unit Check
- H. Replacement of Damaged Battery Cap/Daylight Plate (one time per calendar year)

HOW TO FILE A CLAIM

In case of breakdown, please contact ATAGO USA, Inc. directly. Call us at 425-637-2107 or send an email to customerservice@atago-usa.com with the following information:

- A. Copy of the signed Service Contract.
- B. Detailed description of the issue.
- C. Date issue occurred.

Once the information has been received, a certified technician will be contacting you within a business day with further instructions.

CONDITIONS & EXCLUSIONS

This Service Contract provides no coverage in case of the following:

- A. Loss of theft of the instrument.
- B. Accidents related to lighting, transportation, fire, flooding, wind, earthquakes, and malicious activities/vandalism.
 - a. In case of damage caused by transportation, a claim should be filed to the designated carrier.
- C. Third-party costs and additional services, such as, NIST traceable certification and shipping costs.
- D. Damage caused by third-party calibration/inspection companies.
- E. Damage caused by alteration or modification of equipment other than that authorized by ATAGO USA, Inc.
- F. Wear and tear of parts not mentioned in this document caused by inappropriate use or extreme abuse of the instrument.
- G. Units over **7 years** old (Serial Number A~S) are not applicable for this service contract.