

## Fee for Service Plan (FFS)



### Fee-for-service (FFS) clients will pay no up-front subscription fee, but:

- o The incident fee for FFS clients will be \$100 which will also cover the first hour of technical support.
- o Thereafter, technical services fees will be \$50.00 per hour.
- o Follow-up telephone support (if needed) for FFS clients will be \$33.00 broken into 30 minute segments.

\_The Following are other terms and conditions of service between Van Koevering owners and DBMP.

\_Service and support is provided on a "Best Effort" basis. Customers will be informed if there are possible part end of life issues. DBMP will make every reasonable effort to obtain hard to find parts. Although no guarantees can be made that I will have every part every time.

\_ Incident fees do not include parts, manuals, software etc.; just my time. The fee is in addition to what you would pay an onsite tech if one is needed or desired.

\_Should DBMP Technical Service make an onsite service call Time and Material charges will apply. The time fee is \$100 per hour and materials will be billed accordingly as needed. Travel charges may be applied in situations which require travel greater than 50 miles. Travel charges will be agreed upon prior to my arrival.

\_Should it be deemed necessary that parts are to be shipped to DBMP for repair, a bench charge of \$100 per hour will be billed. The customer will be responsible for shipping charges including insurance. The customer will also ensure that the parts are packed with adequate protective packing materials i.e. bubble wrap, air packs or ghost poop.

\_ All payments for services, support, parts, manuals, software etc. will be due at time of order or request. All fees are payable by credit card, Pay Pal, check or money order. Checks that do not clear a client's bank for NSF or other insufficiency reasons will be assessed a \$50.00 processing fee, and may be placed on shutoff until the assessments are cleared.

\_DBMP Technical Service reserves the right, with 30 days notice to clients, to amend or cancel this program. Service support will also be denied to any client providing misleading information or violating the rules governing Intellectual Property (in summary -- any documentation provided by DBMP Technical Service that is not in the public domain is the Intellectual Property (IP) of Mark Ziino and DBMP Technical Service. DBMP also reserves any rights and remedies provided by law for the violation of any usage and/or confidentiality requirements of Company's IP policies.

Please provide the information requested below, sign and date it, send the original signed copy (both pages) to:

DBMP Technical Service  
810 North D St.  
Indianola, IA 50125

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Model # ( i.e. VIP 300, 600, 900, 950 or 1300, 1900, or 1950)

VIP \_\_\_\_\_

Serial # (usually a 4 digit number i.e 1234 or 2468)

\_\_\_\_\_

I agree to the terms stated in this Fee for Service Plan Agreement and register my piano(s) with the information above. I understand that service or support may be withheld until this information is provided.

\_\_\_\_\_

Print Name

Signature

Date