

Maintenance Contracts



tantra

computers

HAS YOUR MAC GONE DOWN AND YOU CANNOT WORK?
HAVE YOU THOUGHT OF TAKING UP A MAINTENANCE CONTRACT?
...ONE THAT INCLUDES A LOAN SYSTEM WHILE YOURS IS BEING REPAIRED *

Price for hardware support contract which covers labour only (not parts) for the period of one year, on the basis of –

- A: systems being brought to the **workshop** for 48hr repair
 - B: Systems attended to **on site** within 24 hrs or
 - C: On site with **loan** equipment made available. *
- (Some element of software support is included in the contract but if you require a contract that would cover all software issues it would be-
- D: On Site + loan + all software

Group 1: Newer PowerMacs, G3, G4, iMacs, iBooks

Group 2: Servers, OlderMac's, LC, Performa, Quadras , 4400, 5X00, 6X00, PowerBooks, Duos, Older PowerMacs (non side hatch)

Group 3: Printers, Monitors, Scanners, CDWriters

	A	B	C	D	
Group 1:	£100	145	260	345	
Group 2:	£150	205	325	445	p/a
Group 3:	£40	65	125		p/a

(loan systems will be as close in specification to the repairing systems as possible but may vary as availability determines)

Terms : payable quarterly in advance or

10% Discount for Annual payment in advance

+10% Discount on 10 or more computer systems covered

- Outside Bristol area** (10miles) On Site add 50p/mile
- Emergency** repairs inside the times above - +£25 call out charge
- Telephone Support only** - £35 /system/year (-bulk discount)

Alternatively we can supply an 'ad hoc' (when needed)

Local On Site service which costs £65 for call out (Bristol Area) including first hour on 48 hr response and £45 per hour thereafter (Emergency and outside Bristol involve extra)

Workshop Service (carry in, send in or courier collect @£12 each way) at £35 per item first hour (72 hr response) plus £30 /hr thereafter.

I will revise contract charges after first year if usage is below normal.

J P Douglas

J. P. Douglas: H.Dip A.D

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Tantra Ltd Incorporated: Dec 1999

Company Reg No: 3887764, Vat No: GB 682 3821 23,

Royal Bank of Scotland: 24 Lea Road, Dronfield, Sheffield. Sort 16-18-34 A/C: 11551153

Apple Authorised Reseller No.0339 email: apple@tantraweb.co.uk website: www.tantra.co.uk

48 Kensington Park Road, Brislington, Bristol, BS4 3HU, England.
Computerlines: 0117 983 6999, ISDN: 0117 971 1610, Mobile: 07974 937191, Tel: 07000 TANTRA, Tel: 0117 972 4708, Fax: 0117 972 4709