



P.O. BOX 726 • MANOR BRANCH
 NEW CASTLE, DE 19720
 (302) 658-1700

INVOICE

DATE	INVOICE #
6/26/2015	921078

BILL TO:

Town of Elsmere
 Attn: Accounts Payable
 11 Poplar Avenue
 Wilmington, DE 19805

SHIP TO:

Elsmere, Town of
 Attn: Heather Herold
 302-998-2215
 11 Poplar Avenue
 Wilmington, DE 19805

P.O. NUMBER	TERMS	SHIPPED VIA	SALESMAN
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CONTRACT Net 10 Days JC

QUANTITY	ITEM CODE	DESCRIPTION/SERIAL NUMBER	UNIT PRICE	UNIT	AMOUNT
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1	257PH	PARTNERSHIP AGREEMENT - PHONE SYSTEM FOR PERIOD 07/25 THIS YEAR THRU 07/24 NEXT YEAR	1,218.00		1,218.00
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EQUIPMENT COVERED:
 SV8100 SMB Package
 26 DTL-12D-1(BK) Additional Phones
 Voice Mail System

CONTRACT NOT IN EFFECT UNTIL PAID IN FULL

TOTAL	\$1,218.00
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TERMS: NET 10 DAYS 1.5% PER MONTH ON PAST DUE ACCOUNTS. (18% ANNUAL PERCENTAGE RATE). COURT COSTS, REASONABLE ATTORNEY'S FEES AND INTEREST MAY BE ASSESSED IF UNPAID MORE THAN 60 DAYS PAST DUE.

COLLINS BUSINESS SYSTEMS PARTNERSHIP AGREEMENT

1. COLLINS BUSINESS SYSTEMS hereby agrees to service, under the terms of this agreement, all equipment listed for a period of one year at the prevailing rates.
2. This agreement includes interim maintenance calls with all parts and labor, during normal business hours (8:00 AM to 4:30 PM on Collins' non-holidays Monday through Friday), as necessitated by causes other than carelessness or improper handling and the use of equipment excluding damage or malfunction caused by computer viruses/worms/spyware and the like, fire, lightning, floods, riots, electrical disturbances, wiring or jacks, or acts of God. Other than normal hours are only applicable with a prior written agreement as part of the contract.
3. COLLINS BUSINESS SYSTEMS will replace without charge any parts found to be defective or which have become worn and require replacement as the result of normal and proper use of the equipment. Batteries, cassettes, headsets, diskettes, tape/DVD cartridges, toner, fuser cartridge, OPC cartridges, paper, cords, cables, etc. are supply items and not classified as parts.
4. Preventive maintenance during routine service calls will also be conducted.
5. Free software upgrades provided by the manufacturer at no charge will be loaded at no charge. Software upgrades or enhancements made available from the manufacturer at a charge will be offered at the end-user price plus installation.
6. Customer will be entitled to free remote programming up to twice per year (if your system has remote programming capability) during normal business hours.
7. There will be No charge for "No Trouble Found" on Collins Business Systems equipment.
8. There will be No charge on visits due to telephone company service or telephone company equipment problems (e.g., Verizon, Windstream, XO, Broadview, etc.)
9. There will be No charge for technical support via telephone during normal business hours.
10. There will be No charge for periodic backup and archiving of system databases where applicable when the technician is on-site for another issue.
11. Customer will be entitled to Free additional training.
12. Customer will be entitled to Free evaluation of all voice and data costs (phone bill analysis).
13. Collins Business Systems will not be responsible for the expense of repair or replacement to hardware, software, or data where it is determined that the customer's electrical source or environmental conditions are the cause of the problem. Customer shall be responsible at its own cost to provide adequate power source for hardware. Examples of electrical issues not covered include, but are not limited to, surges, outages, improper voltage, etc.
14. Collins Business Systems is not responsible for lost or damaged data or data recreation, loss of service, profits, benefits or any services made unavailable due to equipment breakdown, installation, repair, programming, configuration, etc.

15. The transfer of any equipment covered under this agreement to a location outside our normal support area will exclude it from the terms of this agreement.
16. Customer understands that liability with respect to any property damage, or injury to persons arising out of, or connected with, services performed under this agreement is limited strictly to that imposed by law, and that there is no contract imposing any degree of liability on Collins Business Systems. In no event shall Collins Business Systems be liable for incidental or consequential damages.
17. Customer understands that this agreement may be voided and Collins Business Systems is not responsible for service or parts if service repairs are a result of any hardware or software changes or additions made by anyone not duly authorized by Collins Business Systems.
18. All service under this agreement will be performed during regular business hours as defined in Paragraph 2 unless a prior written agreement is part of the contract. If service outside of such hours is requested, service will be rendered at the Company at regular hourly rates, plus 50% during our non-holiday weekends and 100% during holidays and weekends, subject to availability of service personnel.
19. Collins Business Systems makes no warranties, expressed or implied, of merchantability, fitness for particular purpose, performance, condition, capacity or otherwise, except as herein expressly set out.
20. Collins Business Systems may use remanufactured parts which meet manufacturers' specifications.
21. Collins Business Systems may require payment for a replacement product or part in those cases where a product or part is no longer available from the manufacturer due to obsolescence.
22. No modification or amendment to this agreement will be binding unless in writing and signed by an officer of Collins Business Systems.
23. Relocation of any equipment is not included in this agreement.
24. Adds, moves, cabling and project programming changes are not included.
25. This contract is noncancellable by customer during its duration and is nonrefundable.
26. The price of this agreement for the period 07/25/15 to 07/24/16 is \$1,218.00.



 Customer Signature (Town of Elsmere) 7

07-07-15

 Date

 COLLINS BUSINESS SYSTEMS, INC.

 Date

 Purchase Order Number

 Date