



IonSense Inc.  
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**IonSense Service Contract**

**Effective: June 1st 2013 through May 31st 2014**

<b>Item</b>	<b>Description</b>	<b>Price</b>
WEXT-SVP	Service Contract for DART-SVP (1 year)	\$2,500.00
	Service Contract for DART-SVP (1 year) w/ PM	\$3,100.00
	Includes a kit of user replaceable items/spares	
	Covers DART unit and all other additional items ordered, except 3DS experiment modules	
WEXT-OS	Service Contract for DART-OS (1 year)	\$2,000.00
	Service Contract for DART-OS (1 year) w/ PM	\$2,600.00
	Includes a kit of user replaceable items/spares	
	Covers DART unit and all other additional items ordered, except 3DS experiment modules and OS-Auto	
OS-Auto	Service Contract for OS-Auto (1 year)	\$500.00
WEXT-3DS	Service Contract for SVP-3DS, SVP-3DS-XZ, or SVP-3DS-PKG (1 year)	\$740.00
WEXT-IDC	Service Contract for ID-CUBE (1 year)	\$1,600.00

**Contract**

Service contract covers the cost of all part replacements, repairs, and necessary labor for the period of one year. Coverage includes depot repair only. IonSense will pay for return shipping to customer; customer responsible for cost of return to IonSense. IonSense may require customer shipping account number in certain scenarios.

All depot repairs will be completed and shipped back to customer within 3 business days of receiving unit, unless otherwise quoted.

On site service and repair, upon customer request, will incur travel expenses billable to the customer. Damage caused by customer mis-use or negligence will not be covered and will be repaired at customers expense.

## **PM - Preventative Maintenance**

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At the beginning of the Service Contract the unit will return to IonSense for PM. The PM will entail a full inspection and the same quality control testing performed during new production. Any problems will be repaired free of charge under the terms of the Service Contract. The customer will receive copies of all quality control test results.

### ***Shipping***

The customer is responsible for all shipping costs when returning product for PM. The customer may provide a shipping account number, or IonSense will invoice them based on the rates below. Customer may choose shipping speed when providing own account number.

IonSense will ship a customized case to the customer to pack and return product. IonSense will return product in packaging that customer may keep. The product will be shipped back within 3 days of receipt.

### ***Rates and Speeds***

Ground - \$155.00

IonSense will send all 3 shipments at ground speed

Ground/Next Day - \$950.00

Day -

IonSense will send 1st shipment (empty case) at ground speed, and remaining 2 shipments Next Day

Canada - \$950.00

IonSense will send all 3 shipments International Priority

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### Terms and Conditions:

- Payment terms are NET 30 days
- IonSense standard terms and conditions available upon request or visit [www.ionsense.com](http://www.ionsense.com)
- Contract date starts ARO or at end of original 1 year warranty
- Only available for customers in United States and Canada
- A service contract of 2 years or longer is just the base cost multiplied by the number of years