

NETWORK CONNECTIVITY EXTENDED SERVICE AGREEMENT

EXTENDED SERVICE DEFINITIONS: "NCI", "We", "Us" and "Our" shall mean Network Connectivity, Inc. and/or its Administrator NCI Extended Warranty. "You" or "Your" shall mean the purchaser of the product(s) covered by this Service Agreement. "Deductible" shall mean the amount You are required to pay, as shown under "Deductible" for covered repairs or replacements.

WHAT IS COVERED: In consideration of payment of the Service Agreement price, We will furnish or pay for labor and parts or replacement equipment required to repair a mechanical or electrical failure of the covered product during normal usage for the term of this Service Agreement, if the product is not covered under any other warranty or service contract. Parts used to repair or replace the covered product may be new, used, refurbished or non-original manufacturer's parts that perform to the factory specifications of the product. This Service Agreement does not cover repair or replacement of the product for any of the causes or provide coverage for any losses set forth in the section entitled.

WHAT IS NOT COVERED: Accidental Damage From Handling (ADH): ADH does not provide protection against mysterious disappearance, misplacement, viruses, reckless, abusive, willful or intentional conduct associated with handling and use of the product, cosmetic damage and/or other damage that does not affect unit functionality, or damage caused during shipment by You. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with Your product, it is expected that You will continually use these product accessories for protection against damage to the product. Abuse is defined as Your intentional non-utilization of protective items during product use, or Your treatment of the product(s) that You have purchased for Your use in a harmful, injurious or offensive manner that may result in its damage. Any resultant damage from this type of treatment is NOT covered by this ADH program.

PLACE OF SERVICE: We will arrange to repair or replace the product at Your location during normal business hours or, if necessary, relocate the warranted item to our business location. If your purchased items were moved prior to incident to different locations other than original installation location, You will be responsible for delivery or shipment, prepaid and insured, of the product to Our authorized service facility for repair or replacement.

LIMIT OF LIABILITY: The total amount that We will pay for repairs made in connection with all claims that You make pursuant to this Service Agreement shall not exceed the purchase price of the product or reported sale price of the product by the manufacturer, less taxes. In the event that We make payments for repairs, which in the aggregate, are equal to the Purchase Price, manufacturer sale price or We replace the product with a new, rebuilt or refurbished product of equal or similar features and functionality, We will have no further obligations under this Service Agreement.

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PROPERTY DAMAGE, LOSS TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

TERM:

NCI Warranty Plan: This Service Agreement shall commence immediately upon expiration of your original 1 year warranty supplied to you on all items purchased through NCI. The original 1 year warranty commences on the original invoice date from Network Connectivity.

WHAT IS NOT COVERED: (A) MAINTENANCE, REPAIR OR REPLACEMENT NECESSITATED BY LOSS OR DAMAGE RESULTING FROM ANY CAUSE OTHER THAN NORMAL USE AND OPERATION OF THE PRODUCT IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND OWNER'S MANUAL, INCLUDING BUT NOT LIMITED TO, THEFT, EXPOSURE TO WEATHER CONDITIONS, OPERATOR NEGLIGENCE, MISUSE, ABUSE, IMPROPER ELECTRICAL/POWER SUPPLY, ETC.; (B) UNAUTHORIZED REPAIRS, IMPROPER INSTALLATION OR ATTACHMENTS, TRANSPORTATION DAMAGE; (C) COSMETIC DAMAGE TO CASE OR CABINETY OR OTHER NON-OPERATING PARTS OR COMPONENTS; (G) LACK OF MANUFACTURER SPECIFIED MAINTENANCE, IMPROPER EQUIPMENT MODIFICATIONS, VANDALISM, ANIMAL OR INSECT INFESTATION, RUST, DUST, CORROSION, DEFECTIVE BATTERIES,

BATTERY LEAKAGE, OR ACTS OF NATURE OR ANY OTHER PERILORIGINAT ING FROM OUTSIDE THE PRODUCT; (D) TELEVISION OR PERSONAL COMPUTER MONITOR SCREEN IMPERFECTIONS, INCLUDING 'BURN-IN' OR BURNED CRT PHOSPHOR, CAUSED BY VIDEO GAMES, PROLONGED DISPLAY OF ONE OR MORE SIGNAL[E], OR OTHER ABUSE; (F) DIGITAL/VIDEOPROJECTOR AND "DLP" TYPE REAR PROJECTION TV'S BULBS; (G) DAMAGED OR DEFECTIVE LCD SCREENS WHEN THE FAILURE IS CAUSED BY ABUSE OR IS OTH ERWISE EXCLUDED HEREIN; (H) ACCIDENTAL DAMAGE, CRACKED OR DAMAGED MONITOR, LAPTOP OR DISPLAY SCREENS, DAMAGE DUE TO WATER OR LIQUID MARKS AND/OR RINGS; ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS CONTRACT; (J) SERVICE NECESSARY BECAUSE OF IMPROPER STORAGE, IMPROPER VENTILATION, RECONFIGURATION OF EQUIPMENT, USE OR MOVEMENT OF THE EQUIPMENT, INCLUDING THE FAILURE TO PLACE THE EQUIPMENT IN AN AREA THAT COMPLIES WITH THE MANUFACTURER'S PUBLISHED SPACE OR ENVIRONMENTAL REQUIREMENTS; (K) ANY UTILIZATION OF EQUIPMENT THAT IS INCONSISTENT WITH EITHER THE DESIGN OF THE EQUIPMENT OR THE WAY THE MANUFACTURER INTENDED THE EQUIPMENT TO BE USED; (L) ANY INSTALLATION THAT PREVENTS NORMAL SERVICE; (M) FAILURE TO USE REASONABLE MEANS TO PROTECT YOUR PRODUCT FROM FURTHER DAMAGE AFTER A FAILURE OCCURS; (N) LOSS OR DAMAGE TO RECORDING MEDIA, SOFTWARE OR DATA; (O) CONSUMABLES SUCH AS BATTERIES, BULBS, TONER, RIBBONS, INK CARTRIDGES, DRUMS, BELTS, OR CONSUMER REPLACEABLE PRINTER HEADS; (P) PRODUCT(S) WITH REMOVED OR ALTERED SERIAL NUMBERS; (Q) REPAIRS RECOMMENDED BY A REPAIR FACILITY NOT NECESSITATED BY MECHANICAL OR ELECTRICAL BREAKDOWN; (R) ANY REPAIR THAT IS A RESULT OF IN-WARRANTY PARTS NOT PROVIDED OR SHIPPED BY THE MANUFACTURER; (S) DAMAGE OR EQUIPMENT FAILURE WHICH IS COVERED BY MANUFACTURER'S WARRANTY, MANUFACTURER'S RECALL, OR FACTORY BULLETINS (REGARDLESS OF WHETHER OR NOT THE MANUFACTURER IS DOING BUSINESS AS AN ONGOING ENTERPRISE.); (T) CLEANING, PREVENTIVE MAINTENANCE OR CUSTOMER EDUCATION; (U) SYSTEMS OR COMPONENT(S) THAT ARE COVERED BY A MANUFACTURER'S WARRANTY, INSURANCE OR ANOTHER SERVICE CONTRACT; (V) CONSEQUENTIAL DAMAGES OR DELAY IN RENDERING SERVICE UNDER THIS CONTRACT OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS AT THE REPAIR CENTER OR OTHERWISE AWAITING PARTS; (W) DAMAGE TO COMPUTER HARDWARE AND SOFTWARE CAUSED BY, INCLUDING, BUT NOT LIMITED TO, VIRUSES, APPLICATION PROGRAMS, NETWORK PROGRAMS, UPGRADES, FORMATTING OF ANY KIND, DATABASES, FILES, DRIVERS, SOURCE CODE, OBJECT CODE OR PROPRIETARY DATA, OR ANY SUPPORT, CONFIGURATION, INSTALLATION OR REINSTALLATION OF ANY SOFTWARE OR DATA; (X) SERVICE REQUIRED AS A RESULT OF ANY ALTERATION OF THE EQUIPMENT OR REPAIRS MADE BY ANYONE OTHER THAN THE AUTHORIZED SERVICE PROVIDER, ITS AGENTS, DISTRIBUTORS, CONTRACTORS OR LICENSEES OR THE USE OF SUPPLIES OTHER THAN THOSE RECOMMENDED BY THE MANUFACTURER; (Y) CUSTOM INSTALLATIONS; PRODUCTS INSTALLED IN CABINETY AND OTHER TYPES OF BUILT-IN APPLICATIONS ARE ELIGIBLE FOR SERVICE AS LONG AS YOU MAKE THE PRODUCT ACCESSIBLE TO THE SERVICE TECHNICIAN. WE ARE NOT RESPONSIBLE FOR DISMANTLING OR REINSTALLATION OF FIXED INFRASTRUCTURE WHEN REMOVING OR RETURNING REPAIRED OR REPLACED PRODUCT INTO A CUSTOM INSTALLATION; (Z) COMPUTERS WITH ANY OPERATING SYSTEM OTHER THAN DOS, WINDOWS 95 OR HIGHER, MAC OPERATING SYSTEMS; (AA) CHARGES RELATED TO "NO PROBLEM FOUND" DIAGNOSIS. NON FAILURE PROBLEMS, INCLUDING BUT NOT LIMITED TO, ITEMS NOT COVERED, NOISES, SQUEAKS, ETC. INTERMITTENT ISSUES ARE NOT PRODUCT FAILURES.

WHAT TO DO IF COVERED PRODUCT REQUIRES SERVICE:

Call Us at **609-360-0732** and explain the problem. We will attempt to resolve the problem You are experiencing over the telephone. If We cannot resolve the problem over the phone, We will set up an appointment with you at our earliest convenience and evaluate the situation. We reserve the right to a full inspection prior to initiating warranty service on the item. **NOTE: THIS SERVICE AGREEMENT MAY BECOME VOID IF YOU MAKE UNAUTHORIZED REPAIRS.** We reserve the right to inspect the product from time to time. Servicewill be provided during normal business hours. **TRANSFER OF SERVICE AGREEMENT:** This Service Agreement may be transferable to any person in the United States by contacting Us at **609-360-0732**.

Customer:

Invoice #:



EXTENDED SERVICE WARRANTY



NETWORK CONNECTIVITY
3393 Bargaintown Rd., Suite 102
Egg Harbor Twp., NJ 08234
609-360-0732

<http://www.networkconnectivity.biz>



ABOUT US

Network Connectivity, Inc. and its associates have been supplying computer based solutions with in house assembly of equipment for businesses for over 24 years and has grown to become a leader in delivering client/server data communications capabilities that enhance the small to large business demand.

Management at NCI, strives to provide valued customers with reliable and secure computing solutions. In a world of global data access, security is not to be taken for granted. Data is relied upon heavily by companies to further their business goals and increase profits. NCI solutions are foremost designed with data integrity and reliability with multi layered security built in.

Mobility with anytime/anywhere access has increased flexibility, improved productivity and reduced costs. Convenience access is ever growing. New techniques to remotely access your data are changing daily with the development of new tools. NCI stays on the cutting edge by following progress and adapting new technologies to benefit our clients.

Research and development remains a priority at NCI. Projects such as data imaging with increased flexibility for disaster recovery and cost effective voice over IP enhanced solutions for start up and existing companies continue to be works in progress.

EXTENDED SERVICE PROTECTION

BENEFITS

PEACE OF MIND

- ✓ No Hidden Costs
- ✓ No unexpected repair bills
- ✓ Protects your company budget
- ✓ Never pay twice for the same repair
- ✓ No more high costs of computer hardware and service labor after initial warranty.

SAVES YOUR COMPANY MONEY

- ✓ Can save hundreds of dollars for pennies a day
- ✓ No deductible. 100% coverage on parts and labor for a 2 or 3-year period (depend on your choice).
- ✓ Pays for all covered parts and labor
- ✓ All eligible products are covered at your choice.
- ✓ Protects against future inflated repair or product costs
- ✓ Eliminates the need to buy a new unit due to high repair costs
- ✓ No deductible/ No out of pocket expense
- ✓ Unlimited service calls
- ✓ Replacement parts will be new, rebuilt, or non-original manufacturer's parts that perform to the factory specifications of the product at our option. If a product is no longer available, we will replace it with a product of equal or better value.

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CHOOSE 1 or 2 YEAR EXTENDED WARRANTY

As a courtesy to our customers, we have always stood behind all of our products we sell for one year. A typical manufacturer's warranty covers product failure anywhere from 90 days up to one year from the date of purchase.

A Network Connectivity Extended Service Plan is a great way to extend coverage for an additional 1 – 2 years. If your covered product fails, an authorized repair agent will fix or replace the item at no additional cost to you! Peace of mind and one point of contact for hassle-free resolution makes our Extended Service Plan a great idea.

BELOW IS A PARTIAL LIST OF ELIGIBLE PARTS OR PRODUCTS WHICH MAY BE COVERED*

Full Computer System
Routers/ Switches
Hard Drive
Motherboard
Memory
Optical CD/DVD drives
Power Supply
Monitor
Printer/ Scanner
External Hard Drives
Keyboard/ Mouse (with system)
External Tape Drives (excluding tapes)

*Other items may be covered at the discretion of Network Connectivity.
We will be happy to discuss your needs.