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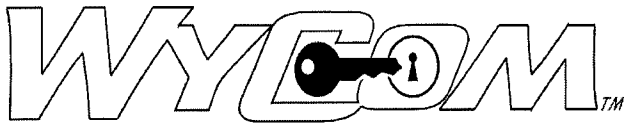

The Key To Automated Check Security

July 15, 2011

CITY OF WEST LAFAYETTE
Judith Rhodes
609 WEST NAVAJO STREET
LAFAYETTE IN 47906

RENEWAL

Your Wycom Check Security/Signing System plays a vital role in your check security, signing, and disbursement process. Your Factory-Direct Maintenance Agreement will soon expire. Enclosed please find your Renewal. We strive to minimize any lapse in your ability to secure, sign, and disburse checks, and our goal is to provide you with the best technical support in the industry.

The Wycom Maintenance Agreement includes comprehensive hardware and software coverage and direct access to our knowledgeable Technical Support staff. In addition, our Factory-Direct Technical Support Program ensures a quick and efficient response to any technical issues that may occur with our product in the future. *Your Agreement will provide you with significant savings compared to those customers without an Agreement.*

WYCOM'S MAINTENANCE Agreement provides

- **Express loaner units shipped overnight***
- **Free hardware repairs – parts and labor**
- **Free shipping on repairs/loaner units**
- **Free engineering hardware updates**
- **Free System License release updates**
- **Free unlimited technical support**
- **Priority call back**
- **Free check form changes (MICR only)**
- **Free Standard Programming Options**
- **50% off Conversion cost to new Core Processor**

Please note: *Wycom Systems, Inc. is the only authorized provider of maintenance coverage for its check signing security systems.*

To continue your coverage, please sign the enclosed Factory-Direct Maintenance Agreement. Your Agreement also serves as your invoice; one copy is for your records and the second should be returned with your payment directly to Wycom at the address below.

Please feel free to call if you have any questions. You may contact us via our toll-free number at 1-800-869-0236, Ext. 21.

Sincerely,
Wycom Systems

Enclosures

PO Box 310 λ Yakutat, AK 99689 λ Phone: 800-869-0236 λ Fax: 866-612-5236

The Key To Automated Check Security

RENEWAL
7/15/2011

Factory-Direct Maintenance Agreement

MAINTENANCE
AGREEMENT NO: **13860**

COMPANY: **CITY OF WEST LAFAYETTE** **109 / 02388**

CONTACT: **Judith Rhodes**

ADDRESS: **609 WEST NAVAJO STREET/ Office of Clerk Treasurer, LAFAYETTE, IN 47906**

AGREEMENT PERIOD: 9/15/2011 TO: 9/15/2012

See attached ADDENDUM for Unit Serial Number(s) covered and total amount due under this agreement.

Wycom Systems and the above customer enter into this Agreement to render maintenance service to the product listed above. The Agreement is to cover all parts and labor for repairing the product in the event of mechanical failure. In addition, Wycom will provide support and assistance at no cost to the customer. Call Wycom at 800-869-0236.

This Agreement does not provide for repairs made necessary through damage by fire, water, accident or abuse. Changes to any programmed software (signatures, prefixes, etc.) are not covered within this Agreement. It is understood that the above product covered by this Agreement is operational and is not in need of repair at the time this Agreement becomes effective.

No representation other than those set herein will be honored. The customer or Wycom Systems may terminate this agreement at any time with at least a 30-day written notice prior to the expiration date stated in the Agreement above.

During the term of the Agreement, if the above Product is in need of repair, upon notification, Wycom will send you a loaner unit. WYCOM will either repair the defective unit and return it, or send you a replacement unit.

UNDER NO CIRCUMSTANCES SHALL WYCOM BE LIABLE IN ANY WAY FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOSS OF BUSINESS OR PROFITS. THIS AGREEMENT COVERS THE ABOVE DESCRIBED PRODUCT ONLY. ALL OTHER COMPUTER EQUIPMENT IS NOT COVERED BY THIS AGREEMENT.

*** WYCOM OMNI AND PREMIER MPS MAINTENANCE AGREEMENT**

The annual Wycom OMNI & PREMIER MPS Maintenance Agreement provides an additional Wycom unit (**Property of Wycom**) to be in possession of the customer and is to be used only as a disaster recovery solution if required. Customer agrees not place this unit into production unless it is replacing the customers production unit for disaster recovery purposes. For all other Wycom products, a loaner unit will be sent overnight until the defective unit has been repaired and returned to the customer.

To be filled out by Customer:

Authorized By:_____

Title: _____

Date: _____

Your Manufacturer's Representative is:

Company Name:
HIRAM HASH & SONS, INC.

PO Box 310 λ Yakutat, AK 99689 λ Phone 800-869-0236 λ Fax 866-612-5236

The Key To Automated Check Security

RENEWAL
7/15/2011

ADDENDUM TO
Factory-Direct Maintenance Agreement

MAINTENANCE AGREEMENT NO: 13860

COMPANY: CITY OF WEST LAFAYETTE 109 / 02388

AGREEMENT PERIOD: 9/15/2011 **TO:** 9/15/2012

UNIT SERIAL NUMBER(S):		AMOUNT:
ELITE - 49064		$321.30
	INVOICE SUB-TOTAL:	$321.30
Under 3 Active Maintenance Agreements-	0% UNIT DISCOUNT-	$0.00
	INVOICE TOTAL DUE:	$321.30

PO Box 310 λ Yakutat, AK 99689 λ Phone 800-869-0236 λ Fax 866-612-5236