



November 2019

Dear Valued Verdin Customer,

Equipment longevity and safe operation are the 2 important goals of Verdin Planned Maintenance.

Early Bird Renewal Announcement

The “***Planned Maintenance Renewal***” agreement (PMA) for the 2020 calendar year cycle is enclosed. This agreement allows our technician to come to your site and clean, lubricate and adjust your Verdin Equipment during the year. This agreement also gives you the benefit of a 10% discount on any parts needed and a preferred service rate on any other Verdin Service you may need for the remainder of the calendar year.

As you know, clocks and bells are subject to harsh weather, extreme temperatures and dirt that find ways into your equipment and installation. Annual cleaning, adjustment and lubrication are needed for clocks and bells much like the moving parts in your car. In addition, cast bells should have a “safety” inspection yearly due to the amount of weight hanging in your tower structure. Many insurance carriers covering sites for risk management welcome and recommend these yearly site inspections. We want to make sure your bell(s) stay secure in their mounting and the ringing equipment operates, as it should. Thousands of Verdin customers use this maintenance program for peace of mind.

To proceed with our “***Early Bird Renewal***” for 2019, please sign and return your agreement and payment by December 31, 2019. A return envelope is provided or you may mail to the address located on the agreement form. Should you have a “Tax Exempt Certificate”, enclose a copy of it at the time of payment either by mail or scan and email it to me.

Please review the enclosures and feel free to contact Carl St. Denis at 513-487-7339 or myself at the number below with any questions or concerns. I look forward to working with you in maintaining your Verdin investment to the community you serve.

Sincerely,

Lance Fisher,
Planned Maintenance Manager
lfisher@verdin.com
Office 513-487-7338

THE VERDIN COMPANY. A FAMILY OF INNOVATORS SINCE 1842.





BELLS & CLOCKS
SINCE 1842

Maintenance Renewal Invoice

The Verdin Company
PO Box 23129
Cincinnati, Ohio 45223-0129

Billing: 513-487-7339
Service: 800-883-7346
fax: 513-672-2482
Visit our website:
www.verdin.com/service

248-170-173-811-000
JK

Billing Address
CITY OF GRAND LEDGE
~~ATTN: DPW / PARKS~~
310 GREENWOOD ST
GRAND LEDGE, MI 48837

Site Location
CITY OF GRAND LEDGE
200 E. JEFFERSON
GRAND LEDGE, MI 48837

Renewal Invoice Includes **2 Call Planned**
Maintenance Agreement for Calendar Year
2020 for the following Equipment:
***Tower Clock**

Invoice Date: November 1, 2019
Customer No. 008368
Invoice No. 0187647
Contract No. Z-MIGR043-PM2
Renewal Price: US \$895.00
List Price: US \$975.00
PLUS SALES TAX IF APPLICABLE

Maintenance Service Agreement

The Verdin Planned Maintenance Agreement assures that a Verdin-approved service technician will inspect and maintain your equipment regularly. To continue your maintenance, please detach and return the bottom portion of your renewal statement along with your payment to the address below. Upon receipt of your payment, we will notify your Verdin technician and they will contact you to schedule your first call.

Benefits

- Servicing bells and clocks for 175 years
- Genuine Verdin parts
- 10% discount on repair parts/discounts on select new equipment
- Verdin-approved Service Technicians
- Priority service on all calls
- Keep your Verdin investment safe and maintained

Thank you. We appreciate your continued trust and your business. Please let us know how we can improve our service to better meet your needs

In the USA, if you have a tax exempt certificate please include a copy of it in your return envelope.

Payment and Credit Card Authorization Form

Amount Paid: \$ _____

1. Complete the form, sign, and mail back with payment to renew your Verdin Planned Maintenance Agreement.
2. If paying by credit card, include credit card information and fax back to 513-672-2482 or mail to address below.

Payment: MasterCard Visa American Express Check # _____ PO # _____

Make checks payable to: The Verdin Company

Name on Credit Card: _____

Credit Card #: _____ Expiration Date: _____

Signature: _____ Title: _____

Email: _____ Phone: _____

C: 008368 Z-MIGR043-PM2
Q: 0187647 \$895.00
\$975.00
CITY OF GRAND LEDGE

Remit to: The Verdin Company, PO Box 23129, Cincinnati, OH 45223-0129

Fax credit card payments to 513-672-2482. Billing Inquiries: 513-487-7339

See Terms and Conditions on reverse side.

EFFECTIVE 8/1/2019: VERDIN WILL IMPOSE A 3.5% SURCHARGE ON CREDIT CARD TRANSACTIONS. ACH, WIRE, OR CHECK INCUR NO FEE.

VERDIN PLANNED MAINTENANCE SERVICE

Terms and Conditions

Verdin will provide general maintenance services for the items of equipment specified in this Agreement in accordance with the following terms and conditions:

Verdin agrees to provide routine maintenance services such as lubrication, adjustments, testing of mechanical and electronic control equipment, and general upkeep to slow the process of normal wear and tear. Please consult our office for the allotted service time for your PMA.

All maintenance services will be performed by Verdin approved service technicians who are trained and qualified to provide the services required to maintain Customer's equipment in good operating condition. The routine maintenance services provided under this Agreement does not include the reconditioning or repair of broken equipment, or the provision of replacement parts. Also excluded are repairs or damages caused by accident, fire, water, lightning strikes, power surges, forces of nature, or unwarranted abuse.

Payment for planned maintenance is payable in advance and is non-refundable. Maintenance services that are not completed during the contract period may be performed, at Verdin's discretion, after the expiration of this agreement only if the services were not completed solely as a result of Verdin's failure to meet, or attempt to meet, its obligations under this agreement.

In the event Customer's equipment requires services or parts beyond the scope of this Agreement, Verdin's service representative will provide Customer with an estimate of the costs for such services or parts. Customer will receive a 10% discount on all Verdin parts during the term of this Agreement. To the extent Customer requires additional service calls beyond the scope of this Agreement, such service calls will be charged to Customer at Verdin's established "Preferred" rates. Invoicing for parts or services beyond the scope of this Agreement will be made at the time the work is completed.

Our USA customers, if you have a tax exempt certificate please include it in your return envelope or scan it to us.

Our Canadian Customers, the HST/GST will be billed if not included. If applicable, the customer may also claim all or a portion of taxes paid as an ITC (Input Tax Credit).

Customer agrees to provide safe and secure access to the equipment specified in this Agreement, including, if necessary, the provision of any lifts or hoists. **If Verdin is asked to provide this lift or crane service, it is on a cost plus 20% for the arranging, invoicing and payment thereof.**

This Maintenance Agreement is payable in advance in US Currency. Renewal invoices will be sent to the Customers in this service program every November for the following year. Credit Card payments are assessed a 3.5 % fee. Check or wire transfer / ACH there is no fee.

For questions or concerns on this Verdin service program, please contact the Planned Maintenance Department: (513) 487-7338 or (513) 487-7339