



4909 Nautilus Court North, Suite 109, Boulder, CO 80301
Phone: (303) 444-3590 Fax (303) 444-8736
e-mail: mduncan@qtpod.com

Extended Warranty and Service Policy Program

Site Name: Vicksburg Municipal Airport **PO Number:**
Address: 5855 Hwy 61 South
City: Vicksburg **State/Province:** MS **Postal Code:** 39181-0150
Site ID: 2601
☒ **Aviation** ☐ **Marina** ☐ **Other**
Model: M3000Pro **Serial Number:** 3001582
Date Installed: 11/12/2015

Policy Type:

Part ID	Part Description	Qty	Price
PLATINUM	Platinum Service Agreement	1	\$1,595.00

Coverage Included:

<input type="checkbox"/> Business Hours Telephone Support	<input checked="" type="checkbox"/> Free Software Updates
<input checked="" type="checkbox"/> 24/7 Telephone Support	<input checked="" type="checkbox"/> On-Site Technician for Repairs
<input type="checkbox"/> 25% Discount on Parts	<input checked="" type="checkbox"/> Prepaid Ground Freight
<input type="checkbox"/> 40% Discount on Parts	<input type="checkbox"/> Lightning Protection
<input checked="" type="checkbox"/> 100% Discount on Parts	

We Accept VISA and MasterCard payments or you may overnight a check or money order.

All service plans from QT Pod are written contracts between QT Pod and its customers. This letter is meant to provide a general description of the various plans to be offered. Please refer to the full text of the support contract you select for all inclusions and any exclusions or limitations.



QT Petroleum on Demand - Features Description

Business Hours Support - QT Pod will provide telephone technical support on Monday through Friday from 7:30 AM to 6:00 PM MST, holidays excluded

24/7 Support - QT Pod provides support after-hours and on holidays to customers with GOLD and PLATINUM Service Plans. QT Pod staff will respond to all calls within an hour of the initial call for service. After hours support is intended for emergency situations where you are unable to pump fuel.

Software Upgrades - QT Pod will provide GOLD and PLATINUM customers with software updates and revisions at no charge as they become available (a \$495.00 value). SILVER customers will be charged with the full retail price for software upgrades and revisions.

Parts Replacement - QT Pod parts replacement policy is as follows: SILVER - Customers receive a 25% discount on all parts required to return unit to service. Customer is responsible for installation of parts and pays for both outbound and inbound shipping charges. GOLD - Customers receive a 40% discount on all parts required to return unit to service. QT Pod will pay outbound shipping charges via UPS Ground Service. Customer may be responsible for overnight shipping charges should this method be requested. Customer is responsible for installation of parts and the inbound shipping charges. PLATINUM - Customer will receive on a "parts exchange" basis at no charge. Customer is responsible for installing the new parts and must return the "old" parts within 10 days or is charged the full retail price. Parts replacement will be sent via UPS Ground Service at no charge. Customer may be responsible for overnight shipping charges should this method be requested.

On site Technical Assistance / On Site Repairs - The customer shall be responsible for installing all replacement components and shall return all failed components to QT. Should QT be unable to diagnose and/or repair the terminal within a reasonable time frame, QT will, at its sole discretion, dispatch a technician of its choosing to the Site for those customers covered under the PLATINUM plan. Customer shall not be responsible for labor charges. Customer shall bear the cost of travel expenses. The customer is responsible for any electrical repairs outside the unit caused by electrical failure, lightning, or other power surges. (Note: this service is not available in all areas. Check with your QT Pod sales representative for details.)

Lightning Protection - QT Pod offers PLATINUM PLUS customers a complete hardware replacement if the unit's failure is deemed to be the result of lightning or extreme power surges provided the customer's terminals equipped with a Sandwich Block (SB41) lightning suppressor and Data Line Protector (DLP-200).

Terms of Agreement

As an authorized agent of the above named company, and on behalf of the company, I agree to all the terms and conditions listed on this agreement and further agree to pay the amount specified either in whole or as specified herein. This agreement is 12 months in length and begins on the date QT receives payment and remains in effect for twelve continuous months. This contract is non-cancellable and non-refundable. QT Pod agrees to honor this agreement as written only to the extent as specified in the Terms of Service as listed above. QT Pod is not responsible for any damage to the covered unit or attached equipment resulting from the improper installations of parts by unauthorized technicians. Failure to pay the contract in its entirety will result in collections and legal actions by QT Petroleum on Demand.

Agreed upon this day 9/20/2017 . Between QT Pod and Vicksburg Municipal Airport

QT Pod Representative  Date 9/20/17
Company Representative _____ Date _____



P.O. Box 13367
Salem, Oregon 97309
888.412.5332

Invoice

DATE	ORDER #
9/20/2017	66780
TERMS	DUE DATE
Net 30	10/20/2017

BILL TO
Ron Davis Vicksburg Municipal Airport P.O. Box 150 Vicksburg, MS 39181-0150

SHIP TO
Ron Davis Vicksburg Municipal Airport 5855 Hwy 61 South Vicksburg, MS 39181 601-636-4925

P.O. Number

Item	Description	Qty	Rate	Amt
PLATINUM	Platinum Service Agreement	1	\$1,595.00	\$1,595.00
Please send payments to: P.O. Box 13367 Salem, OR 97309 (303) 444-3590 Ext. 5			TOTAL	\$1,595.00
			PAYMENTS	\$0.00
			BALANCE	\$1,595.00

For an exchange or refund equipment must be returned within 45 days of receipt in its original condition and in the original packaging.



Contact List

Technical Support: For all technical support issues with your self-fueling terminal, or to place an order for private cards, thermal paper or all weather cover.

Telephone: 303-444-3590 Option 3

Toll Free: 888-412-5332 Option 3

Email: techsupport@QTPod.com

After Hours: Monday – Friday 6:00pm MST – 7:30am MST & Weekends
Option 2 (use same telephone number(s) as above)

Please send part returns to: QTPod
4909 Nautilus Court North
Suite 109 - Dock #2
Boulder CO 80301

Sales: To purchase a service plan, Multi-Display or new terminal.

Telephone: 303-962-3413

Email: sales@qtpod.com

Billing: To pay your bill by credit card or questions regarding an invoice.

Telephone: 303-444-3590 Option 5

Toll Free: 888-412-5332 Option 5

Please send all payments to: QTPod
P.O. Box 13367
Salem OR 97309

Website: QTPod.com