TERMS & CONDITIONS FOR DEPARTMENTAL COPIER SERVICE

I. ORDERS AND SERVICE
All requests for new copier equipment, equipment moves, supplies and/or service must be submitted through an on-line request via the Office of Business Services' (OBS) website at obs.fsu.edu. All equipment orders must have the name of the Budget Manager that can be confirmed by OBS Customer Service Representatives using the official University's Authorized Signature List.

II. LEASE TERM
The initial term of the lease agreement will be for forty-two (42) months. At the initial signing of the lease or at any time thereafter, a Department may extend their lease agreement for twelve (12) months at a discounted rate. Lease agreements shall expire upon completion of the specified lease period and will continue on a month-to-month basis until an order is placed for renewal. If a Department chooses not to renew their lease, all equipment shall be removed from the Department’s location within ten (10) business days after receipt of a written non-renewal request. In the event that a Department is unable to fulfill their lease agreement, a thirty (30) day cancellation notice, in writing, will be required. However, even in the event of cancellation, the Department will be billed for the remainder of the lease agreement period upon completion of the equipment removal and be subject to an administrative fee of no less than $100, except in cases where Contracts and Grants funds are no longer available.

III. MAINTENANCE & SUPPLIES
The OBS or its authorized partner is responsible for installation, maintenance, repair, and relocation of Departmental copier equipment. Maintenance plans include preventative maintenance, repair services, parts, labor and all consumables, including toner and staples at no additional cost to the Department. OBS understands and agrees that paper is not included. Damage or problems caused to the equipment by unauthorized moves or repairs are subject to the appropriate fees charged to the Department. OBS resists the right to monitor all Departmental print devices for optimization of network resources, cost reduction studies, and energy savings.

IV. SCANNING
5,000 scans are included each month in the copier lease rate at no charge to the department. Scan readings will be taken electronically each month along with machine meter readings. OBS reserves the right to charge a rate of $0.0063 per click for scans exceeding the departmental 5,000 monthly scan quota.

V. COPIER MANAGEMENT
In order for OBS’ Multi-Function Device (MFD) to deliver advanced features, a network connection is necessary. This will allow access to features such as scan-to-share or scan-to-email, Account Track, and network printing services. Also, OBS leverages this connection to remotely gather monthly meter readings, proactively schedule service and dispatch supplies. It will be the responsibility of the Department to provide a network connection to OBS at no cost, which includes appropriate network access privileges in order for OBS to manage its copiers. OBS will provide the Department exact network configurations and requirements as a part of the “Customer Information Package”.

VI. SATISFACTION GUARANTEE
Should a unit be out of service for more than eight (8) business hours, a loaner unit of similar or greater capabilities will be provided within twelve (12) business hours. If a unit has three (3) failures in thirty (30) business days, the unit will be replaced with a unit of similar or greater capabilities. A failure shall be defined as any unit malfunction that prevents it from producing printed output and excludes but is not limited to, normal wear and tear, incidents of equipment abuse or neglect, incidents as the result of failure to maintain the manufacturer recommended environmental and electrical condition, fire, flood, incidents as the result of unit relocation by someone other than OBS or its contracted vendor, incidents as the result of equipment in excess of its useful life or reconditioning requirements.

VII. EXTENDED PROTECTION
All leased equipment come with an Electronic Systems Protection (ESP) Power Filter and the cost will be included in the monthly lease rate to protect equipment against abnormal electrical conditions. If the ESP power filter fails to protect properly connected equipment due to abnormal electrical conditions, the Extended Protection Guarantee will cover repairs up to the full replacement value of the machine. This does not include improper use, customer abuse or negligence, or Acts of God. Note: If a Department elects to accept-out-of-warranty the ESP power filter and a unit is damaged by abnormal electrical conditions, the Department will be responsible for all repairs and/or replacement.

VIII. BILLING
A. Monthly Billing
All lease billing will be on a monthly basis in arrears. The standard lease is for 42 months. The lease period begins on the first day of the month following the installation of the copier. A partial month billing may occur if the installation does not occur on the first day of the month. The partial month billing will be based on a 30-day month and will be billed pro rata beginning from the day of installation to the end of the partial month. Please note that a Department may be billed for any modifications required to accommodate the installation of the copier such as network drop, lighting, electrical work, etc...

All invoices will be on a monthly basis. If installation is during the first month of service, all services will be prorated based on a 30-day month. All monthly lease and cost per copy invoices for FSU Departments will automatically be charged to the purchase order and line provided by the Department. Internal invoices will be submitted to the Department Budget Account Manager as listed in OMNI. Any customer that does not have an FSU Department ID will be billed and the terms will be net 30. Payments from external customers should be remitted as described on the invoice. OBS is the billing agent for all charges to the Department and Vendor. If a Department receives an invoice from another source (i.e. outside vendor, etc.), the Department must forward the unpaid bill to the attention of the Accounting section in OBS. All charges will be billed as per the terms above.

B. Responsibility for Other Expenses Relating to Equipment Installations, Moves and Changes
It is the responsibility of each individual Department to pay all expenses as indicated in the signed OBS Departmental Copier User Agreement as well as any non-recurring charges for services rendered as requested by Department.

C. Review and Adjustments
It is the responsibility of each department to review their invoice within thirty (30) days of receipt. Questions or irregularities should be addressed to the OBS Accounting section at or it is the responsibility of each department to review their invoice within thirty (30) days of receipt. Questions or irregularities should be addressed to the OBS Accounting section at 850-644-0316 or obs-accounting@admin.fsu.edu. The OBS Accounting Staff will research and respond to all questions presented within thirty (30) days of the written request. If adjustments need to be made to a department’s account, OBS Accounting Staff will make these adjustments during the next available billing cycle subsequent to the conclusion of the research. If the error is due to incorrect information provided by the department, the buying department will need to correct via a journal entry through the Controller’s Office General Accounting area. Adjustments will only be made based on properly submitted and authorized orders. Please review your statements promptly.