



Service Agreement – Satisfaction Guarantee

ADVERTISER / MGT. COMPANY: _____
ADDRESS: _____
CITY: _____
STATE: _____
ZIP: _____
PHONE: ___ / ___ / ___ E-MAIL: _____
FAX: ___ / ___ / ___
AUTHORIZED REPRESENTATIVE: _____ TITLE: _____

PROGRAM DESCRIPTION: _____

METHOD OF PAYMENT: _____

(BLUE SECTIONS TO BE COMPLETED BY SCHWEICKART & ASSOCIATES)

Advertiser / Management Company retains Schweickart & Associates / ON HOLD USA in accordance with the terms and conditions outlined below - to produce soundtracks and to provide the necessary equipment to implement message/music on hold advertising at the above described location for a period beginning:

___ / ___ / ____.

(EFFECTIVE DATE OF AGREEMENT / 1 Week and 1 Month After Equipment and Soundtrack(s) are Shipped)

TERMS AND CONDITIONS

AUTHORIZED USAGE: Advertiser / Management Company is authorized to use supplied soundtracks and equipment at the above described location(s) only and only for the duration of this agreement.

EQUIPMENT LOSS OR DAMAGE: Advertiser / Management Company is responsible for equipment loss or damage.

INSTALLATION: Advertiser / Management Company is responsible for the installation cost, if any, of *ON HOLD USA* equipment.

FALSE ADVERTISING: Advertiser / Management Company will not hold Schweickart & Associates/*ON HOLD USA* responsible for any false advertising claims made as a result of copy provided or approved by advertiser.

TERMINATION: Advertiser / Management Company may terminate this Agreement by A) providing 30 days written notice prior to the date of desired termination, B) returning all equipment and soundtracks, and C) paying any unpaid invoices. An Advertiser / Management Company that terminates within the first six (6) months of service may be subject to a cancellation fee of \$99.00.

CHANGE OF MANAGEMENT: Advertiser / Management Company must notify Schweickart & Associates if there is to be a change in the ownership and/or management of the above community. **The community and the management company named in this agreement are subject to the terms and conditions contained herein.**

30 DAY GUARANTEE: If for any reason, you are not 100% satisfied with your *ON HOLD USA* program, Schweickart & Associates will issue a refund within 30 days of the effective date of this Service Agreement and upon the return of all equipment and soundtracks.

Schweickart & Associates / ON HOLD USA
3452 Stellhorn Road Fort Wayne, Indiana 46815
onholdusa.com