



**A Service Connected Disabled Veteran Owned Small Business,
Enterprise Zone & Micro Business Certified**

**NATIONWIDE
LASER PRINTER MAINTENANCE AND SERVICE**

COMPANY NAME AND INFORMATION:

Disabled Veteran Enterprises, Inc.
1032 Revere Avenue
San Francisco, CA 94124
Ph: 877-822-8846
Fax: 877-822-8845
Email: veteran@proudveteran.com
Business Size: SDVOSB Certified, Micro Business Certified &
SBA Certified Enterprise Zone
Fed Tax ID #: 93-1038348
D&B #: 78-793-1641

ORDERING INFORMATION/GENERAL TERMS AND CONDITIONS

- I. Minimum Charge: A one-hour minimum charge of \$95.00 will apply.
- II. Maximum Charge: \$150,000.
- III. Geographic Coverage: Continental United States.
- IV. Discount from List Prices: Prices shown herein are government net prices; discounts have already been deducted.
- V. Quantity Discounts: None offered.
- VI. Payment Terms: P-Cards & Government Credit Cards; No discounts given for prompt payment.
- VII. Time of Delivery:
 - a. Within 4 hours of the time that a service call is initiated by the customer, a service technician will call the customer, and clarify and diagnose the printer problem over the telephone.
 - b. If a problem is not resolved, the technician will diagnose in real time, (and pending parts approval); parts will be on-site the next business day for repair.
 - c. A service technician will arrive at the customer site the following business day to complete service, pending any parts approval.
- VIII. F.O.B. Points: Continental United States
 - a. F.O.B. shipments UPS ground will be no charge. For expedited shipments, (UPS Red, FedEx P1, etc.), freight will be charged back to the end user.
- IX. Ordering Address:

1032 Revere Avenue
San Francisco, CA 94124
Local Ph: 415-822-8846/Toll Free Ph: 877-822-8846
Local Fax: 415-822-8827/Toll Free Fax: 877-822-8845



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- X. Ordering Procedures: Call toll free or local number for service during dispatch business hours which are: Pacific Standard Time 8 am to 5 pm, Monday through Friday, no holidays or weekends.
- XI. Payment Address: 1032 Revere Avenue, San Francisco, CA 94124
- XII. Warranty Provision: Parts and labor warranty is 30 calendar days.
- XIII. FEIN: 93-1038348.
- XIV. State ID:
- XV. DUNS #: 78-793-1641.
- XVI. Notification Regarding Registration in CCR Database: Active in CCR; Registration valid until 06-14-2006.

DESCRIPTION OF RATES AND SERVICES

- I. Nationwide Laser Printer Maintenance and Service for Hewlett Packard & Lexmark desktop printers, labor charges, time and material, one-hour minimum charge. Printer list below.
- II. Rates: \$95.00 per hour.
- III. One hour minimum charge: \$95.00.
- IV. Service time exceeding the one-hour minimum is billed in tenths of an hour: \$9.50 per each 6 minutes.
- V. Secure sites requiring clearance are charged an additional hourly fee. \$10.00 per hour (in addition to the \$95.00 hourly charge).
- VI. Travel time charges are portal to portal for the continental United States: Flat fee of \$55.00.
- VII. Service time 8 am to 5 pm all time zones, Monday - Friday. Pricing does not apply to weekends or holidays.
- VIII. Parts: For all repair parts needed, customer must pre-approve price and repair prior to commencing repair.
- IX. A service technician will arrive at the customer site the following business day to complete service, pending any parts approval.

PRINTER LISTING

	Manufacturer	Model
HWP	Hewlett-Packard	HP LaserJet III
HWP	Hewlett-Packard	HP LaserJet IIID
HWP	Hewlett-Packard	HP LaserJet 2
HWP	Hewlett-Packard	HP LaserJet 2D
HWP	Hewlett-Packard	HP LaserJet 2P
HWP	Hewlett-Packard	HP LaserJet 2P Plus
HWP	Hewlett-Packard	HP LaserJet 3
HWP	Hewlett-Packard	HP LaserJet 3D
HWP	Hewlett-Packard	HP LaserJet 3P
HWP	Hewlett-Packard	HP LaserJet 3 SI



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HWP	Hewlett-Packard	HP LaserJet 4
HWP	Hewlett-Packard	HP LaserJet 4M
HWP	Hewlett-Packard	HP LaserJet 4+
HWP	Hewlett-Packard	HP LaserJet 4M+
HWP	Hewlett-Packard	HP LaserJet 4L
HWP	Hewlett-Packard	HP LaserJet 4LC
HWP	Hewlett-Packard	HP LaserJet 4ML
HWP	Hewlett-Packard	HP LaserJet 4P
HWP	Hewlett-Packard	HP LaserJet 4MP
HWP	Hewlett-Packard	HP LaserJet 4V
HWP	Hewlett-Packard	HP LaserJet 4MV
HWP	Hewlett-Packard	HP LaserJet 4SIMX
HWP	Hewlett-Packard	HP LaserJet 5
HWP	Hewlett-Packard	HP LaserJet 5M
HWP	Hewlett-Packard	HP LaserJet 5N
HWP	Hewlett-Packard	HP LaserJet 5L
HWP	Hewlett-Packard	HP LaserJet 5P
HWP	Hewlett-Packard	HP LaserJet 5MP
HWP	Hewlett-Packard	HP LaserJet 5SE
HWP	Hewlett-Packard	HP LaserJet 5SI
HWP	Hewlett-Packard	HP LaserJet 5SIMX
HWP	Hewlett-Packard	HP LaserJet 5SINX
HWP	Hewlett-Packard	HP LaserJet 5si 2000 Sheet Tray
HWP	Hewlett-Packard	HP LaserJet 5SI Duplexor
HWP	Hewlett-Packard	HP LaserJet 6L
HWP	Hewlett-Packard	HP LaserJet 6P
HWP	Hewlett-Packard	HP LaserJet 6MP
HWP	Hewlett-Packard	HP LaserJet 6PXI
HWP	Hewlett-Packard	HP LaserJet 6PSE
HWP	Hewlett-Packard	HP LaserJet 600C
HWP	Hewlett-Packard	HP LaserJet 1100
HWP	Hewlett-Packard	HP LaserJet 1100XI
HWP	Hewlett-Packard	HP LaserJet 1100SE
HWP	Hewlett-Packard	HP LaserJet 1100A
HWP	Hewlett-Packard	HP LaserJet 1100AXI
HWP	Hewlett-Packard	HP LaserJet 1000ASE
HWP	Hewlett-Packard	HP LaserJet 1200BSE
HWP	Hewlett-Packard	HP LaserJet 1200SE
HWP	Hewlett-Packard	HP LaserJet 1200/1200N
HWP	Hewlett-Packard	HP LaserJet 1220BSE Multi-Function
HWP	Hewlett-Packard	HP LaserJet 1220SE Multi-Function
HWP	Hewlett-Packard	HP LaserJet 2100/2100N
HWP	Hewlett-Packard	HP LaserJet 2100XI
HWP	Hewlett-Packard	HP LaserJet 2100M



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HWP	Hewlett-Packard	HP LaserJet 2100TN
HWP	Hewlett-Packard	HP LaserJet 2200/2200N/2200D
HWP	Hewlett-Packard	HP LaserJet 2200DT
HWP	Hewlett-Packard	HP LaserJet 2200DN
HWP	Hewlett-Packard	HP LaserJet 2200DTN
HWP	Hewlett-Packard	HP LaserJet 3100TN Multi-Function
HWP	Hewlett-Packard	HP LaserJet 3150XI
HWP	Hewlett-Packard	HP LaserJet 3200 Multi-Function
HWP	Hewlett-Packard	HP LaserJet 4000
HWP	Hewlett-Packard	HP LaserJet 4000T
HWP	Hewlett-Packard	HP LaserJet 4000N
HWP	Hewlett-Packard	HP LaserJet 4000TN
HWP	Hewlett-Packard	HP LaserJet 4000SE
HWP	Hewlett-Packard	HP LaserJet 4050
HWP	Hewlett-Packard	HP LaserJet 4050
HWP	Hewlett-Packard	HP LaserJet 4050N
HWP	Hewlett-Packard	HP LaserJet 4050TN
HWP	Hewlett-Packard	HP LaserJet 4050SE
HWP	Hewlett-Packard	HP LaserJet 4100
HWP	Hewlett-Packard	HP LaserJet 4100N
HWP	Hewlett-Packard	HP LaserJet 4100TN
HWP	Hewlett-Packard	HP LaserJet 4100DTN
HWP	Hewlett-Packard	HP LaserJet 4500N
HWP	Hewlett-Packard	HP LaserJet 4500DN
HWP	Hewlett-Packard	HP LaserJet 5000
HWP	Hewlett-Packard	HP LaserJet 5000N
HWP	Hewlett-Packard	HP LaserJet 5000GN
HWP	Hewlett-Packard	HP LaserJet 8000
HWP	Hewlett-Packard	HP LaserJet 8000N
HWP	Hewlett-Packard	HP LaserJet 8000DN
HWP	Hewlett-Packard	HP LaserJet 8100
HWP	Hewlett-Packard	HP LaserJet 8100N
HWP	Hewlett-Packard	HP LaserJet 8100DN
HWP	Hewlett-Packard	HP LaserJet 8100DN 2000 SheetTray
HWP	Hewlett-Packard	HP LaserJet 8100DN Duplexor
HWP	Hewlett-Packard	HP LaserJet 8150
HWP	Hewlett-Packard	HP LaserJet 8150N
HWP	Hewlett-Packard	HP LaserJet 8150DN
HWP	Hewlett-Packard	HP LaserJet 8150HN
HWP	Hewlett-Packard	HP LaserJet 8150MFP
HWP	Hewlett-Packard	HP LaserJet 4200/4200N
HWP	Hewlett-Packard	HP LaserJet 4300/4300N
HWP	Hewlett-Packard	HP LaserJet 1300/1300N
HWP	Hewlett-Packard	HP LaserJet 1000/1000N



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HWP	Hewlett-Packard	HP LaserJet 2300
HWP	Hewlett-Packard	HP LaserJet 1150
HWP	Hewlett-Packard	HP LaserJet 4300DTN
HWP	Hewlett-Packard	HP LaserJet 5100
HWP	Hewlett-Packard	HP LaserJet 5100TN/DTN
HWP	Hewlett-Packard	HP LaserJet 5100N
HWP	Hewlett-Packard	HP LaserJet 4350N
HWP	Hewlett-Packard	HP LaserJet 1010
HWP	Hewlett-Packard	HP LaserJet 2420DN
HWP	Hewlett-Packard	HP LaserJet 4200 DTN
HWP	Hewlett-Packard	HP LaserJet 4250
HWP	Hewlett-Packard	HP LaserJet 3330
HWP	Hewlett-Packard	HP LaserJet 1160
HWP	Hewlett-Packard	HP LaserJet 3380 MFP
HWP	Hewlett-Packard	HP LaserJet 2430N
LEX	Lexmark	4049
LEX	Lexmark	2381+
LEX	Lexmark	Optra L
LEX	Lexmark	Optra LX
LEX	Lexmark	Optra LX+
LEX	Lexmark	Optra LXI/+
LEX	Lexmark	Optra E - 4026
LEX	Lexmark	Optra E 310 - 4044
LEX	Lexmark	Optra E 312 - 4044
LEX	Lexmark	Optra K - 4046
LEX	Lexmark	Optra N - 4040
LEX	Lexmark	Optra M 410 - 4045
LEX	Lexmark	Optra M 412 - 4045
LEX	Lexmark	Optra R/+
LEX	Lexmark	Optra RT/+
LEX	Lexmark	Optra RX
LEX	Lexmark	Optra S 1250 - 4059
LEX	Lexmark	Optra S 1620 - 4059
LEX	Lexmark	Optra S 1650 - 4059
LEX	Lexmark	Optra S 1855
LEX	Lexmark	Optra S 2450 - 4059
LEX	Lexmark	Optra SE 3455 - 4059
LEX	Lexmark	Optra S 2450 - 4059
LEX	Lexmark	Optra S 2455
LEX	Lexmark	Optra S520
LEX	Lexmark	Optra T 610 - 4069
LEX	Lexmark	Optra T 612 - 4069



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LEX	Lexmark	Optra T 614 - 4069
LEX	Lexmark	Optra T 614nl - 4069
LEX	Lexmark	Optra T 614n - 4069
LEX	Lexmark	Optra T 616 - 4069
LEX	Lexmark	Optra T620
LEX	Lexmark	Optra W 810 - 4023
LEX	Lexmark	T520
LEX	Lexmark	T634
LEX	Lexmark	T630
LEX	Lexmark	T522
LEX	Lexmark	W820
LEX	Lexmark	T632N
LEX	Lexmark	T622
LEX	Lexmark	Optra S1625
LEX	Lexmark	E330
LEX	Lexmark	T420D