

SUPPLEMENT TO GRAFTON OPTICAL'S STANDARD TERMS AND CONDITIONS

1. The contract is agreed as a Annual (Option One) or Continuous Annual Contract (Option Two), amendments to the contract are the customer's liability
2. The contract is subject to a 3 month opt out period which applies to both Grafton Optical Company Ltd and its customers, the 3 months notice period must be given in writing to either party when cancelling the contract. This starts from the date when Grafton Optical Company Ltd acknowledge the cancellation request in writing.
3. All contract prices are quoted per year and exclude VAT
4. Minimum contract value of £295.00 applies
5. Contract maintenance cover with calibration for Tonometer and Field devices is limited to instruments supplied by Grafton Optical Company Ltd
6. Grafton Optical will endeavour to visit within 7 days of the date due (as agreed on Signed Service Contract).
7. We reserve the right to charge for call outs if the fault is the result of operator error, failure to perform basic cleaning and maintenance, accidental or malicious damage and unauthorised repair attempts. Including, but not limited to the following:-
 - a) Damage due to replacing fuses with a higher rating than recommended is not covered
 - b) Damage that may arise due to improper, or non use, of transportation bolts and locking plates
 - c) Flood damage
8. Spare parts discounted pricing refers to percentage discounts from our listed recommended retail price and does not include consumables or accessories.
9. Grafton Optical Company Ltd accept no liability for lenses damaged due to machine failure or malfunction
10. Users are strongly advised to back up files for computer supported instruments on a regular basis. In the event of a drive failure or hard disk failure we will do our utmost to retrieve the data, but such attempted retrieval is chargeable and is not guaranteed irrespective of the age of the equipment.
11. Provision of loan instrumentation where offered is strictly subject to availability and is for repair times in excess of 7 working days for covered equipment. Where possible the loan instrument will be the same as the repair instrument, but we reserve the right to offer alternative instrumentation as applicable and available.
12. Instruments that are deemed to be either hazardous or beyond economical repair will be advised to the customer and if required a quotation will be issued for replacement instrumentation.
13. Installation of Software on the same PC supplied with Grafton Software is not recommended and we cannot guarantee the integrity or operational status of the system if this occurs.



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GRAFTON SERVICE PLAN

- for your peace of mind -

Minimum Contract Value £295.00 + VAT



DICON

medmont 

optovue

 **FRASTEMA**
ophthalmic equipments

Reichert®

Inami & Co., Ltd.

SHIN-NIPPON

 **EyeScape**
Digital Imaging Solutions

GRAFTON SERVICE PLAN

Grafton Service Plan has been designed to offer you and your business the right peace of mind that you can expect from Grafton's highly trained team of engineers. We are able to offer an annual contract renewable each year or a continuous annual contract with a 3 month opt out clause for either party to include One Visit per year for Breakdown Cover or Annual Service from £295.00 + VAT, just select the equipment you want covered from the adjacent list and apply appropriate discount (see examples)

	OPTION ONE Annual Service Contract inc 1 visit per year	OPTION TWO Continuous Annual Service Contract, inc 1 visit per year
• Call out Charge (inc of Travel time)	Inc	Inc
• Labour Charge (£75 per hour)	Inc	Inc
• Annual Service Visit, determined by Grafton Optical **	Inc	Inc
• Technical Support by		
• Telephone	-	Inc
• Installation of upgrades at the same time as Service Visit	£115.00	£115.00
• Online support for Grafton Supplied Software	-	Inc
• Spare Parts	List Price	20% Discount
• Discount for Multiple items:-		
2 or more	20%	20%
3 or more	30%	30%
4 or more	40%	40%
5 or more	50%	50%

Example 1 Combi Unit, Slit Lamp and Keratometer, Non Contact Tonometer, Perimeter and Retinal Camera	£1,085.00 less discount of 50% = £542.50 + VAT
Example 2 Retinal Camera, Corneal Topographer, Tonometer and Field Screener/Perimeter	£1,280.00 less discount of 40% = £768.00 + VAT
Example 3 Slit Lamp and Keratometer, Combi Unit, Test Chart, Non Contact Tonometer and Perimeter	£640.00 less discount of 50% = £320.00 +VAT

** will be carried out at same time as Call-out for Breakdown Cover

LIST OF EQUIPMENT

Ophthalmic Equipment	Annual Contract Prices for Option One & Two
Slit Lamp and Keratometer inclusive	£50.00
Chair and Stand Combi Unit	£150.00
PC, Wall and Projector Test Chart	£50.00
Manual Refractor Head	£150.00
Reichert Non Contact Tonometers	£195.00
Auto Refractor / Keratometer	£195.00
Auto Lensmeter	£95.00
Manual Lensmeter	£95.00
Dicon and Medmont Field Screeners/Perimeters	£195.00
Optovue OCT inc PC, Software and Table	£495.00
Dicon, Medmont, Shin Nippon and Rodenstock Corneal Topographer (not inc of PC)	£395.00
Fundus Camera and Digital Camera Back, PC, Grafton Software and Table	£495.00
Software Upgrade	£115.00
Software Support, inc Online Connection (free with Continuous Annual Contract)	£75.00
Accutome A & B Scans	£195.00
Paradigm UBM	£495.00
Optronics HD Video Camera System	£195.00

Minimum Contract Value £295.00 + VAT