

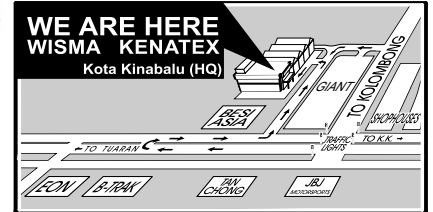


DUNCO SDN BHD

ISO 9001:2000
REGISTERED

Mile 5 1/2, Jalan Tuaran, Wisma Kenatex, 88844 Kota Kinabalu, Sabah.
P.O Box 12722, 88830 Kota Kinabalu, Sabah, Malaysia.
Tel: 088-420887 (10 Lines) Fax: 088-433000/423844
SANDAKAN BRANCH Tel: 089-227787, 217787 Fax: 089-201999
TAWAU BRANCH Tel: 089-777885, 777585 Fax: 089-777985

"We Offer The Best In Quality & Services"



2009 Dunco Service Pack

FREE SERVICE
when signing
these contract.
SIGN UP NOW!

SILVER PACKAGE
RM 399

FREE SERVICE: CPU & Monitor General Cleaning. (up to 2 unit PC)
FREE Canon bag (while stock last)
Entitled for 3% discount on spare parts.

GOLD PACKAGE
RM 699

FREE SERVICE: CPU & Monitor General Cleaning. (up to 3 unit PC)
Hardware inspection.
Harddisk drive cleanup and defragmenter.
FREE 2GB USB Handy Drive (while stock last)
Entitled for 5% discount on spare parts.

PLATINUM PACKAGE
RM 999

FREE SERVICE: CPU & Monitor General Cleaning.
Hardware inspection.
Harddisk drive cleanup and defragmenter.
Virus scanning & cleaning. (up to 4 unit PC)
FREE 4GB USB Handy Drive (while stock last)
Entitled for 8% discount on spare parts.

TERMS AND CONDITIONS FOR SERVICE PACKAGE

1. Service Package is valid for 6 months upon signing contract.
2. Area coverage: Within 20KM radius from DUNCO'S office.
3. Customer shall not assign this contract to any third party and subsidiary Company.
4. Replacements of parts are not included in this Service Pack Contract. Therefore, any replacements of parts are chargeable.
5. DUNCO is not obligated to pay any compensation to the customers for any unfulfilled commitment due to "Act of God" or beyond the reasonable control of DUNCO'S management. Exceptional factors include break down of vehicles, holiday, sick leave of technicians and etc.
6. Response time base on Dunco's office hour. (exclude public holidays & weekends)
7. Discount only valid for all repairing carry by our technician. Not including buy any goods or computer accessories from Dunco Sdn Bhd.

Service Pack Costing

Type	Silver	Gold	Platinum
No. Of Supports	4	7	10
Max Hours per Supports	2	2	2
Total Of Hours Support	8	14	20
Average per Support	99.75	99.9	99.9
Totals Price For Normal Support	RM 560.00	RM 980.00	RM 1400.00
Totals Save For Customer	RM 161.00	RM 281.00	RM 401.00
Response Time	48 hours	36 hours	24 hours

Customer Service Charges

Descriptions	Price (RM)
Carry-In*** Log-in/Labour Charges - Including checking fee, minor repair (without parts), cleaning, basic hardware installation.	40
Backup Data (Documents only)* Applications installation. Subject to licensing term & conditions. - Operating system installation (reformat) plus device drivers installations.**	30
Onsite*** Per support (1st hour)	80
Additional hour	60

* Dunco will not be liable for any data losses or corrupted.
** Subject to licensing term & conditions.
*** All repair charges is excluding spare parts.

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