



April 04, 2025

**CARMEN'S BEST**  
**POWER PLANT MALL, ROCKWELL**

**Sir/Ma'am:**

We are pleased to submit for your kind consideration and approval our price quotation for the following:

Annual Support and Maintenance with Preventive Maintenance			
Quantity	Description	Original Price	Special Price
1	<ul style="list-style-type: none"><li>One (1) Year Service &amp; Support (include site visits, remote &amp; phone support)</li><li>1 Preventive Maintenance</li></ul>	PHP 33,600.00 (One-Time Payment)	PHP 28,000.00 (One-Time Payment)
TOTAL PROJECT AMOUNT			PHP 28,000.00

**PREVENTIVE MAINTENANCE**

**SCOPE OF WORK:**

- CHECK FOR ANY ERRORS OR HARDWARE FAILURES AND ANALYZE THE STATUS OF POS MACHINE BEFORE AND AFTER PREVENTIVE.
- REFORMATTING OF POS MACHINE AND BACK-UP ALL FILES
- CLEAN ALL THE HARDWARE MACHINE
- SOFTWARE DATA MAINTENANCE (CHECKING OF DATA INTEGRITY AND DELETE UNNECESSARY FILES.
- DEFRAG AND OPTIMIZE THE WINDOWS SYSTEM
- SCANNED FOR VIRUSES AND REMOVE IF NECESSARY
- UPDATE VIRUS DEFINITIONS.



# NEUTRON SYSTEMS TRADING

simple · unique · reliable · efficient · solutions

L4 2<sup>nd</sup> Flr Unit-C, Calimbas Bldg.  
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Ususan, Taguig City, Metro Manila  
Tel/Fax: +632 832-4280

[www.nst-philippines.com](http://www.nst-philippines.com)

## INCLUSIONS:

1. UNLIMITED STORE VISITS FOR ON-SITE SUPPORT WITHIN THE WARRANTY PERIOD INCLUDING WEEKENDS AND HOLIDAYS.
2. HELP DESK SUPPORT STATIONED AT THE OFFICE (9AM TO 6PM, MONDAY TO FRIDAY) 12MN CUT-OFF AND STARTS AT 7AM HOTLINES FOR SUPPORT AND ASSISTANCE INCLUDING WEEKENDS & HOLIDAYS.

OFFICE LANDLINE: (02) 8832-4280

3. FREE CONSULTATIONS RELATED TO POS OPERATIONS.
4. SERVICES/SUPPORT MADE THROUGH PHONE ASSISTANCE WILL BE FREE OF CHARGE.
5. ON-SITE SUPPORT FOR PROVINCIAL INSTALLATIONS WILL BE SHOULDERED BY THE CLIENT AND WILL COVER THE FOLLOWING:
  - BOARD AND LODGING EXPENSES IF NECESSARY
  - FREIGHT, DUTIES AND TAXES, TRANSPORTION, MEAL ALLOWANCES INCURRED DURING THE PERFORMANCE OF DUTIES BY NST PERSONNEL.
  - PER DIEM.

## EXCLUSIONS:

1. SERVICE AND ON-SITE SUPPORT DUE TO VIRUSES, IMPROPER USE (e.g. IMPROPER SHUTDOWN), USER FAULTS (ACCIDENTAL DELETION, ETC.) UNAUTHORIZED MODIFICATIONS AND THE LIKES.
2. SERVICE AND ON-SITE SUPPORT OF TASKS THAT COULD BE DONE BY THE POS USER WITHOUT OUR INTERVENTION (e.g. ITEM MAINTENANCE)
3. FAILURE OF THE PRODUCTS ARISING FROM TAMPERING, ACCIDENT, ABUSE, EXCESSIVE WEAR, IMPROPER ELECTRICAL CONNECTIONS, CORROSION CAUSED BY RODENTS AND INSECTS, POOR OPERATING ENVIRONMENT, FIRE AND OTHER NATURAL CALAMITIES, MISAPPLICATION CAUSED BY THE CLIENT OR ANY OF ITS AGENTS, EMPLOYEES, REPRESENTATIVES OF GUESTS OF THE CLIENT.
4. NST WILL NOT BE LIABLE FOR ANY DATA LOSS OR POSSIBLE LOSS OF BUSINESS OPPORTUNITIES DUE TO THE ABOVE CONDITIONS.
5. DAMAGES SUCH AS CRACKS, SCRATCHES, CORROSION, AND OTHER SIMILAR DEFECTS.
6. CONSUMABLES SUCH AS RECORDABLE CDS, MOUSE, ADAPTERS, SPEAKER, RIBBONS, TONERS, INK CARTRIDGES, PRINTER HEAD AND OTHER ACCESSORIES.
7. IN CASE OF PROVINCIAL OR OUT OF TOWN SHIPMENT OF PURCHASED ITEMS, GOODS TRAVEL AT CUSTOMER'S RISK, AND NEUTRON'S RESPONSIBILITY ENDS AT SHIPPING POINT.
8. HARDWARE PARTS/REPLACEMENTS ARE SUBJECT TO CHARGES IF NOT UNDER WARRANTY.
9. INSTALLATION OF PARTS/REPLACEMENTS BOUGHT FROM 3<sup>RD</sup> PARTY MERCHANT IS SUBJECT TO CHARGES.
10. CONFIGURATION OF SYSTEM DUE TO INSTALLATION OF PARTS/REPLACEMENTS BOUGHT FROM 3<sup>RD</sup> PARTY MERCHANT IS SUBJECT TO CHARGES.
11. SERVICING UNITS SERVICED BY 3<sup>RD</sup> PARTY SERVICE PROVIDER IS SUBJECT TO CHARGES. (POS MACHINES SUPPLIED BY US CAN ONLY BE SERVICED BY US.)

## Note:

- Payments shall only be made under **NEUTRON SYSTEMS TRADING**
- **Payment Terms**
  - **Dated Check / COD**
  - **100% Upon signing of Conforme**

Thank you very much for the opportunity to quote and hoping to hear from you soon. Feel free to contact us if you have questions or clarifications.

Sincerely Yours,

**EMILY UY**  
NST ADMIN

**Conforme:** \_\_\_\_\_  
Signature over printed name      Date