

Customer / Establishment		Service Location	
Effective Date (service begins)		Primary Contact	

This Service Agreement describes the maintenance and repair services available from Primo Gaming Supply Co. for eligible pull tab dispensing machines at the covered service location.

\$250	1 Cleaning	Service Calls
Per location, per quarter	Included each quarter	Unlimited covered calls

1. Eligible Machines

Scheduled preventive maintenance cleaning under this Agreement is available for pull tab dispensing machines owned by the Customer, regardless of where purchased, and for machines leased or loaned directly by Primo Gaming Supply Co. Diagnostic and repair service under this Agreement applies only to machines purchased from Primo Gaming Supply Co. or leased or loaned directly by Primo Gaming Supply Co. Machines leased or loaned to the Customer by any other party are not eligible for cleaning, diagnostic service, or repair under this Agreement. Cleaning and service coverage are subject to the quarterly-plan terms below.

2. Quarterly Service Plan

The quarterly service plan is \$250 per covered service location for each three-month service period and is billed quarterly. The plan includes one scheduled preventive maintenance cleaning for one cleaning-eligible machine during each three-month service period. Each additional cleaning-eligible machine added for quarterly cleaning is \$75 per machine, per three-month service period. Priority scheduling is included when available.

3. Service Visits

There is no limit on covered service calls for service-eligible machines at the covered service location. Covered diagnostic and repair labor, including required return or follow-up visits, is included in the quarterly plan with no separate service-call or labor charge.

Replacement parts. Replacement parts are not included in the quarterly fee. Parts will be billed separately at current retail pricing.

4. Service Coordination and Records

The Customer will provide reasonable access to the covered machines during scheduled service visits and will report known machine issues before service whenever possible. Primo will coordinate service with the Customer's designated contact and document the service date and the general work performed.

5. Billing and Payment

Quarterly plan fees and any additional quarterly cleaning fees are invoiced at the beginning of each three-month service period. Replacement parts are billed separately. Payment is due within the Customer's terms.

6. Term, Renewal, and Cancellation

The initial three-month service period begins on the Effective Date shown above. The Agreement renews automatically for successive three-month periods unless either party provides at least 30 days' written notice of cancellation.

7. Limitation of Liability

Primo Gaming Supply Co. is not responsible for lost gaming revenue, business interruption, or consequential damages arising from machine failure or conditions beyond its control.

Acceptance

By signing below, the Customer and Primo Gaming Supply Co. acknowledge and accept the terms of this Service Agreement.

PRIMO GAMING SUPPLY CO.

Authorized Representative

Signature

Date

CUSTOMER / ESTABLISHMENT

Authorized Representative

Signature

Date