



Focus Audio Video, LLC
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A/V SERVICE SUPPORT AGREEMENT (Prepaid Hours Program)

1. Scope of Services

Service Provider agrees to provide scheduled maintenance and system checkups on the Client's sound and audio-visual systems, which may include inspecting microphones, speakers, amplifiers, mixers, processors, and cabling; testing and calibrating audio levels and EQ; checking firmware/software updates; verifying wireless microphone operation; cleaning accessible equipment; basic troubleshooting; and recommending repairs or upgrades as needed. This Agreement includes maintenance only. Repair labor and replacement parts are billed separately unless otherwise noted.

2. Service Schedule

Service Provider will provide maintenance visits according to a mutually agreed schedule. The initial visit may be performed monthly, but should progress to quarterly or semi-annually as system stability improves. Each visit will be scheduled in advance with the Client's designated contact person.

3. Prepaid Hour Packages

Basic Package: 10 Hours at \$125.00 per hour for a total cost of \$1,250.00. Plus Package: 20 Hours at \$106.30 per hour for a total cost of \$2,126.00. Packages exceeding 20 hours may be customized based on Client needs; no additional discounts apply.

4. Tracking of Hours

Service hours are tracked by the Service Provider and billed in 30-minute increments with a one-hour minimum for onsite service and 15-minute increments for remote support. Updated balances are provided after each service visit.

5. Client Responsibilities

Client agrees to provide reasonable access to the system during scheduled visits, ensure equipment rooms are safe and accessible, promptly notify Service Provider of failures or changes, and not modify or repair systems without coordination.

6. Mileage & Travel Expenses

Round-trip mileage is free within 50 miles of Inman, SC. Travel time within this radius is included. Beyond 50 miles, mileage is billed at the current IRS standard mileage reimbursement rate.

7. Term & Termination

This Agreement is valid for twelve (12) months from the Effective Date. Unused prepaid hours are non-refundable. Either party may terminate with thirty (30) days written notice.

8. Limitation of Liability

Service Provider is not responsible for equipment failures due to age, misuse, vandalism, power issues, or acts of God. Liability is limited to the cost of services provided under this Agreement.

9. Warranty of Services

Service Provider warrants services will be performed in a professional and workmanlike manner. No other warranties, express or implied, are provided.

10. Acceptance

By signing below, Client agrees to the terms of this Agreement.

Client Name: _____

Client Signature: _____ Date: _____

Company Representative: _____ Date: _____