

# The All-New AIDA Service Agreement - March 2023

AIDA presses last a long time – so we know you need a service partner for the long-term, too. That's why we're making it even easier to keep your presses in top shape by partnering with AIDA. An AIDA Service Agreement gives us an opportunity to keep our finger on the pulse of your press year after year – all while saving you money.

This program is available to any AIDA customer who orders preventive maintenance inspections from AIDA. In return for sending a PO for inspection services, you'll receive:

- **A flat 4% discount on all service and parts invoices.** This discount increases by 1% for each consecutive year you sign an agreement, up to a maximum of 6%.
- **A 24-hour emergency service guarantee:** If we don't have a technician on site within 24 hours of a request for emergency service, you'll receive an additional 5% discount on your invoice.
- **Access to our exclusive customer service portal:** Generate and track your own service tickets. Access our knowledge base, with more features coming soon.



**Interested in learning more? Contact us today:**

**Email: [service@aida-america.com](mailto:service@aida-america.com) or call: 937-235-3599**

This agreement does not restrict you from using other service providers. You may cancel at anytime. Just keep in mind that if you aren't able to complete the equipment inspections agreed to before the end of the agreement term, you will be responsible for reimbursing AIDA for any discounts already provided.