

FREQUENTLY ASKED QUESTIONS (FAQ)

1) Are installation costs, delivery, and start up supplies included in my purchase or lease of the equipment?

ANSWER: Yes, installation, delivery, and start up supplies are included as part of Ricoh's contract offering. Customers may be charged for excessive installation requirements including rigging, excessive access alterations, and access to non-ground floors via stairs. Any such excessive installation charge will be quoted prior to the time of performance.

2) What does network installation include?

ANSWER: NETWORK INSTALLATION - Equipment pricing includes configuration of the MFD for the proper network protocols and installation of the appropriate print drivers on up to five (5) computers per unit ordered. This is included in the purchase price.

3) For TRADE-INS can we receive some value for our existing unit at the time of purchase?

ANSWER: Trade-ins are defined as "customer owned equipment" and may be negotiated on a case-by-case basis. Factors will include whether the unit is a Ricoh manufactured (or competitive brand) product and the condition of the unit. Please see and discuss this with your SLG Area Manager.

4) How long can we evaluate, on a trial basis, a piece of equipment prior to purchase?

ANSWER: Any trial or demonstration must not exceed 30 days. Additionally, there are rules relating to clicks on meter to determine if trial may be converted to a lease, rental, or purchase. Refer to your section 4.7 of the Master Agreement for details.

5) Are we able to add an accessory item to an existing lease in the midst of the term?

ANSWER: Yes the monthly cost of the accessory will be compressed and adjusted to fit the balance of the term and there is a flat \$150 charge for service to install the accessory.

6) Will I be notified prior to the end of my financing or service contract term?

ANSWER: Ricoh will notify the Purchasing Entity, in writing, of their End of Term (EOT) options at least sixty (60) to ninety (90) days prior to the end of any Initial Lease or Rental Term. Such notification may include, but not be limited to, the following:

- 1) Any acquisition or return options, based on the type of lease or rental agreement;
- 2) Any renewal options, if applicable; and/or
- 3) Hard drive removal and surrender cost, if applicable

7) Can I purchase my unit or renew my lease at the end of the term?

ANSWER: Some leasing options include a purchase option and some don't, if the option you chose does then at the end of term, if the customer desires to exercise a purchase, renewal, or return of the Equipment, it shall give Contractor at least thirty (30) days written notice prior to the expiration of such lease or rental term. Notwithstanding anything to the contrary, if Purchasing Entity fails to notify Contractor of its intent with respect to the exercise of a purchase, renewal, or return of the Equipment, the Initial Lease or Rental Term shall be terminated on the date as stated in the Order and removal of the Product will be mutually arranged, unless otherwise specified in a Participating State or Entity's Participating Addendum.

8) Is there a cost to move/relocate my copier?

ANSWER: Yes, based on the distance as referenced below:

EQUIPMENT RELOCATION - Equipment relocation Services include dismantling, packing, transporting, and re-installing Equipment. Equipment Relocation must be performed within thirty (30) calendar days of the purchasing entity request.

Service Zones and Cost:

Service Zone	Distance of Device Move	Charge
1	Within the same building	No Charge Allowed*
2	Up to 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee**
3	More than 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee***

****Service Zone 2:** Fees are as follows for MFD's: 20CPM thru 50 CPM = \$350, 51 thru 90 CPM = \$400, 90+ CPM \$450. \$350 for all wide format and single function printers. \$300 for all scanners.

*****Service Zone 3:** Fees are the same as Service Zone 2 plus \$.75 cents per mile.

SPECIAL RIGGING - Ricoh may charge a mutually agreed upon price for special rigging in the event demographics require such rigging for Zone 1 relocations. The price shall be agreed upon in writing by Ricoh and purchasing entity prior to any Equipment relocation in Zone 1. Ricoh may not charge for any fees incurred due to fuel or tolls.