



**CANON COPIER**

**SERVICE & MAINTENANCE GUARANTEE No.** ..... 0299/18

This Agreement is made between Italian Development Co. Operation  
No. 41, F.B., Inya Myaing St., Shwe Tawng Lane Ward, Bahan Tsp.  
(hereinafter referred to as "the User") of the one part and MYANMAR GOLDEN ROCK INTERNATIONAL CO., LTD. of 6<sup>th</sup> Floor, Building 18, Myanmar ICT Park, Universities' Hlaing Campus, Hlaing Township, Yangon, Myanmar. (hereinafter referred to as the "Company") of the other part WHEREBY the User has purchased a Canon COPIER from the company and in consideration of the terms and conditions herein contained the Company undertake to provide a SERVICE AND MAINTENANCE of the machine as follows:

**(1) The Machine**

Canon Copier Model IR 2520 W Machine Serial No. ....  
c/w Place of installation .....  
Date of installation 20.12.18

**(2) Service and Maintenance**

The Company will provide service & maintenance guarantee including the replacement of parts at no cost to the User except the replenishment of consumable, for a period of one year from the date of installation 20.12.2018 to 19.12.2019. Thereafter, a yearly contract for service and maintenance as from 19.12.2019 shall be signed for a sum of dollars to be agree per year and is payable in advance by the User to the Company in consideration of the service and maintenance of the machine provided by the Company including the replacement of parts but excluding the replenishment of consumables.

**(3) Period of Agreement**

This Agreement shall commence on the date of installation of the machine and shall remain in force for a period of twelve months. Thereafter, the User and the Company shall enter into a new yearly service and maintenance contract as mentioned above.

**(4) Service and Maintenance Fee**

On expiry of the Service & Maintenance Guarantee No. 0299/18 the Company shall continue to provide the service and maintenance of the machine including the replacement of parts but excluding the replenishment of consumables on the condition the sum of ..... is paid to the Company on or before the date of .....

**(5) Conditions**

The Conditions appearing on the reverse page of this document shall form an integral part of this Agreement. IN WITNESS THEREOF, the parties hereto have executed this Agreement and the User and the Company shall each retain a copy.

The User NAME Same as above  
ADDRESS .....

Stamp

Authorised Signatories \_\_\_\_\_  
Full Name \_\_\_\_\_  
Designation \_\_\_\_\_



The Company NAME MYANMAR GOLDEN ROCK INTERNATIONAL CO., LTD.  
ADDRESS 6<sup>th</sup> Floor, Building 18, Myanmar ICT Park, Hlaing Township, Yangon, Myanmar.  
Tel : +95 1 654811 (654810 to 654819)



Authorised Signatories [Signature]  
Full Name Aung Zay Ya  
Designation Manager (Service Dept.)

Myanmar Golden Rock Intl. Co., Ltd.

## THE CANON COPIER SERVICE & MAINTENANCE CONDITIONS

### (1) Service & Maintenance

The Company shall provide the User with a complete service & maintenance guarantee which will ensure satisfactory operation of the machine covered by this Agreement.

Under the Service and Maintenance Guarantee, the Company shall provide the User with the necessary spare parts (excluding PCB Cards effected by electricity fluctuation) and labor (without extra costs) and attend to any breakdown of the Machine subject to the following-

(i) The Company shall:

- (a) regularly service and maintain the User's Machine to ensure that it is in good working conditions; For iR copier, the company will not provide network system repair and maintenance service unrelated to the machine's performance;
- (b) despatch a trained service technician to attend to any breakdown of the Machine;
- (c) provide the maintenance service only during the regular business hours of the Company, i.e. Mondays to Fridays (holidays excepted) from the hours of 9:00 AM to 5:00 PM;
- (d) at the request of the User, provide service outside the regular business hours of the Company on payment of overtime rates for the technician and transport charges;

(ii) The User shall:

- (a) appoint a competent person to operate the Machine and the Company shall instruct this person on the correct operation of the machine;
- (b) not permit any person not authorized by the Company to adjust, alter, repair, replace or remove the Machine or change the working order, function or quality thereof;
- (c) immediately inform the Company if the User wishes to remove the Machine from its original address of installation to another location, such re-location shall be carried out by the Company who will invoice the User for the actual expenses in this connection;
- (d) purchase and only utilize Canon origin consumables (toner and photosensitive drum) and spare parts supplied by the company;

(iii) The Company shall not be responsible for the Machine and will not provide free spare parts and labor to break downs of the machine resulting from:

- (a) damage caused by the negligence and / or misuse by the User;
- (b) damage caused by unexpected voltage fluctuation;
- (c) damage caused by any tampering of the Machine by any unauthorized person other than the personnel of the Company;
- (d) damage caused by riot and strike, fire, flood, explosion or any other acts or God;
- (e) damage caused in transit from place of installation to another location unless this is carried out by the Company;
- (f) damage caused by the use of supplies and spare parts other than that provided by the Company;

### (2) Insurance

The Company shall not be responsible or liable for any insurance coverage for the machine and the User shall take up its own insurance policies to cover such risks as it deems fit.

### (3) Force Majeure

The Company shall not be held responsible or liable for failure to perform its part or whole of this Agreement when such failure is attributable to fire, flood, strikes, labor troubles or other industrial disturbances, riots, insurrection whether with the Company in Myanmar or with its supplier in Singapore and Japan, or any other causes beyond the control of the parties thereto.

### (4) Breach of Agreement

The Company reserves the right to terminate this Agreement by giving notice to the User if the User should violate any of the Conditions of this Agreement.

### (5) Termination

In the event that either party wishes to cancel the Agreement, the party expressing such a wish shall give to the other 30 days advance notice in writing and the parties hereto shall meet in order to settle the matter to their mutual satisfaction. After the termination of the Agreement, the Company shall not be obliged to provide the user with supplies, spare parts, service and maintenance.)

### (6) Non- Transferability

This Agreement is non-transferable and shall not be binding on the Company if the User should transfer or assign it to another party.



**Myanmar Golden Rock International Co., Ltd.**

Building (18), Level (7), 6<sup>th</sup> Floor,  
Myanmar ICT Park, Hlaing Township,  
Yangon, MYANMAR.

Tel : +95 1 654810 to 19 & 654844 to 48 Fax : +95 1 654820  
Email : sales@mgr.com.mm Website : mgr.com.mm

Date : 7<sup>th</sup> December'2018

Our Ref: RD/Q - 2484/ 18

M/S : **Italian Agency for Development Cooperation (AICSY)**

No. 41(7-B), Inya Myaing Street,  
Bahan Township,  
Yangon.  
Email: khincho.san@aicsyangon.org

Re : **Quotation for Canon Copier**

Dear Sir/Madam,

Thank you very much for inviting us to quote. Myanmar Golden Rock International Co., Ltd., the authorized distributor of Canon, 3M, Intimus, NEC, Glory, Kodak, Noritsu & Nalco for the Union of Myanmar is pleased to submit quotation for above as follows-

<u>Item</u>	<u>Description</u>	<u>Normal Price</u>	<u>Special Price</u>
1.	Canon Digital Multifunction Copier Model iR-2520W c/w One Tube of Toner Standard Duplexing 1 x 250 Shts Universal Cassette 1 x 100 Shts Stack Bypass STD: 256MB, Max: 512MB (Option) 600 x 600 dpi Copy/Scan Resolution 1200 x 1200 dpi Printing Resolution <b><u>Specification</u></b> Network print controller (UFR II LT) Supports - - Windows 2000/XP/ Server 2003/ Vista/ Server 2008/Win7/Mac OSX (10.4.9 or later) (Standard Feature: Copier, Printer, Scanner, Ethernet Network & Remote UI) (Optional Feature: Scan to E-mail, Fax) (20 PPM, 25-400% Zoom, A3 Size)	US \$ 2,100	US \$ 1,890
2.	Less Trade-in of Canon Copier Model iR-2520		(US \$ 250)
<b>Total Amount</b>			<b>US \$ 1,640</b>

Remark: 1) MGR has already implemented eMaintenance in Myanmar in late 2014. Hence, any Devices deployed at **Italian Agency for Development Cooperation** can be connected to eMaintenance as long as there is sufficient infrastructure. Hence, response to Consumable request will be on line. eMaintenance is a service that lets customer to manage their canon devices more efficiently. With this service, customer won't have to monitor their devices manually. Canon devices are able to work longer period and in a more eco-friendly manner too.

2) **Above the prices are included (5%) commercial tax.**



## Myanmar Golden Rock International Co., Ltd.

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Yangon Region, MYANMAR.  
Tel : +95 1 654810 to 19 & 654844 to 48 Fax : +95 1 654820  
Email : sales@mgr.com.mm

### INVOICE

Italian Development Co.Operation  
No.41, 7B, Inya Myaing Street,  
Shwe Taung Gone Ward,  
Bahan Township,  
Yangon.

Tel No. : 09-961617616

Invoice No. : INA1818346  
Order No. : INA1818853  
DO No. : DOA1813646  
Date : 19/12/2018  
Terms : Telegraphic Transf  
Customer Ref :  
Page : 01

Item Code	Item Description	Qty	Unit Price	Amount(USD)
1438C001AA	IR-2520W	1	1,890.00	1,890.00
2785B001AA	NPG-51 BLACK TONER	1		
LOC PED 038	PEDESTAL FORIR-2525/2520COPIER	1		
	TRADE-IN OLD IR-2520 COPIER			- 250.00
	REMARK; Above price are including 5%CT			

Remark ; Kindly arrange to transfer the payment to our company A/C in CB Bank (Head Office)  
as follows-



Visa, Liquidate

Amount in words: United States Dollar  
ONE THOUSAND SIX HUNDRED FORTY DOLLARS 00 CENTS

TOTAL 1,640.00

USD

for and on behalf  
Myanmar Golden Rock International Co., Ltd.

Authorized Signatories



**Myanmar Golden Rock International Co., Ltd.**

Building (18), Level (7), 6th Floor,  
Myanmar ICT Park, Hlaing Township,  
Yangon Region, MYANMAR.  
Tel : +95 1 654810 to 19 & 654844 to 48 Fax : +95 1 654820  
Email : sales@mgr.com.mm

DELIVERY ORDER

Please Deliver To:  
Italian Development Co.Operation  
No.41, 7B, Inya Myaing Street,  
Shwe Taung Gone Ward,  
Bahan Township,  
Yangon.

Date : 19/12/2018  
D.O. No. : DOA1813646  
Contract No. : INA1818853  
Invoice No. :  
Page : 1

Item Code	Item Description	Unit	Location	Quantity
1438C001AA	IR-2520W	UNIT	YW01S	1
2785B001AA	NPG-51 BLACK TONER	PC	YW01S	1
LOC PED 038	PEDESTAL FORIR-2525/2520COPIER	PC	YW001	1

REMARK;  
Above price are including 5%CT

for and on behalf  
Myanmar Golden Rock International Co., Ltd.

Received by :

Authorised Signatories  
Deliver by : \_\_\_\_\_

Authorised Signatories  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Stamp : \_\_\_\_\_