

Shima Seiki USA Direct Service & Maintenance Pricing Agreement 2024 (No.71)

Please read carefully before signing. (Please select an option)

Service @ Customer's Facility

- \$1,200/Day** (see note # 1) **\$3,500/Week (5 days)** (see note # 2)

We offer service at customer's facility, focused on workday 9am-4pm with a 1-hour lunch break. This includes Troubleshooting, APEX design Training, Programming Training.

STEP Remote Knit Programming Class

- \$1,000/Day/trainee** **\$2,500/Week/trainee**

This is a knit programming class we are offering remotely and is suitable for those who need an opportunity to elevate their knit programming capabilities. The class is scheduled from Monday through Friday, from 9 am to 3 pm, including a 1-hour lunch break. Price per trainee.

STEP In-Person Knit Programming at SSUSA Facility

- \$1,200/Day/trainee Day** (see note # 3) **\$3,000/Week (5 days)/trainee** (see note # 3)

This is a face to face knit programming class with machine operation training held at Shima office in NJ/LA. The class is scheduled from Monday through Friday, from 9 am to 4 pm, including a 1-hour lunch break. Price per trainee.

Service by Labor Hours **\$150/hr***

- Remote Service** (see note # 4) **Service by Labor Hours** (see note # 5) **Knit programming**

Knit Consultation **\$150/hr***

Includes explanation of the knitting processes that will best suit your needs and overall development cycle. This includes consultation for knitting machinery, knitting techniques, and digitalization. (30 minutes minimum)

Please Note:

1. Arrival & departure times are considered as part of the service hours, with transportation, accommodation, and meals at the expense of the buyer. For APEX Design training or programming training, the price is for each trainee.
2. Flight times are subject to availability, which may cause variations in our arrival & departure times. Prices and schedules are also subject to change. Our weekly package includes Monday afternoon, Tuesday – Thursday 9:00 AM – 4:00 PM, and Friday before noon in order to accommodate travel times. These hours may vary depending on customer's location. We will customize the service package as needed, with transportation, accommodation, and meals at the expense of the buyer. For APEX Design training or programming training, the price is for each trainee.
3. Transportation, accommodation, and meals at the expense of the Trainee.
4. We offer remote servicing by hour including APEX design Training, and Programming Training.
5. For on-site servicing you can adjust service by labor hours. This can be adjusted as needed and includes Troubleshooting, Maintenance, Needle bed Cleaning, Programming Training. Arrival & departure times are considered as part of the service hours, with transportation, accommodation, and meals at the expense of the buyer.
6. Labor hours charged include time spent assisting buyer on phone calls, text msg, emails, video and in-person.

By signing below, you agree to all terms of the agreement.

Customer Name: _____ Company: _____

Customer Signature: _____ Date: _____