

## QUESTIONS TO ASK ABOUT COST-PER-COPY LEASE PROPOSALS

- Does vendor provide all OEM supplies?
- Does vendor service include all “OEM” parts?
- Does vendor supply all toner regardless of your usage? (5% coverage/page)
- Does vendor charge freight on supplies shipped to you?
- Does vendor issue credit for all copies made by their service technician?
- Is 11x17 paper one (1) or two (2) meter clicks?
- Is there a meter click charge to scan?
- What is the excess copy/image charge and how often is it billed? (month-quarter)
- Are all equipment, maintenance, and supply costs fixed for the term of the agreement?
- Is a down payment/deposit or advanced payment required?
- Is billing in arrears, or in advance?
- Who is the “Lease” company? (Vendor or third party?)
- What are your options at the end of the lease? (trade, extend, purchase, return)
- What are the contract extension terms? (1 year minimum or month-by-month)
- What is the cost to return the machine at end of lease? (Crating and Shipping)
- Is the Lease Purchase Option “Fixed” or “Fair Market Value”?
- Who decides the “Fair Market Value” at end of lease?
- Who pays property tax and insurance?
- Are there additional “Administrative Fees”?
- What supply items, or parts, are not included? (“hidden costs?”)
- Is the Replacement Guarantee a “Basic” or “Premium” package?
  - “Basic” = Customer and Supplier must mutually agree
  - “Premium” = Customer decides (no supplier consent required)