Specification:

* 4 year maintenance service contract with comprehensive cover and 2 service visits per year. Includes maximum 2 flash lamps. 100% cover for defective unit on parts/travel/labour charges.
* Equipment: 2x Auriga Xl Laser systems (serial no’s: 21303209 and 21304093). Software updates & upgrades during contract period
* Location: Kings College Hospital - Theatres/Day surgery
* Priority designation in service repair queue
* Loan unit FOC

Please advise the following:

* Response times
* Working days
* Cancellation terms
* Payment terms