



Memorandum of Understanding between Microcare and the Microcare Installer/Supplier

This document lays out the roles and responsibilities of both Microcare and the appointed Installer/Supplier regarding the installation and sales of Microcare products.

Microcare will be responsible for:

1. Supply of reliable Microcare products as per industry quality standard
2. Technical Support to the Installer / Supplier
3. Repairs and Upgrades to all Microcare products as per the Warranty
4. Sales support & Training on the Microcare equipment
5. Sending any leads created by national marketing campaigns
6. Updating the Installer / Supplier of any price changes or new products timeously

Microcare Installer / Supplier will be responsible for:

1. Installation / Sale of Microcare products to the public
2. Compliance with the Microcare Product Installation Check list
3. Registering Microcare Products installed by way of submitting the Check List
4. Marketing to the public with the assistance of the factory
5. Technical Support for installations beyond commissioning the system
6. Selling only Microcare Products should the lead come from Microcare

Pricing Structure

The following pricing applies:

1. Microcare will send out a monthly Price List referred to as the Trade Price. This is also the recommended retail price
2. Approved Microcare Installers / Suppliers will receive a 10% upfront discount on this pricing
3. Above the 10% upfront discount given a rewards structure will be implemented as per attached document & pricing
4. The Reward payback (or credit) is available on a monthly average up to a max 6 months.

It is also agreed that there is no exclusivity for installing / selling Microcare products

I, _____ on behalf of _____ agree to these terms and conditions.

Company	Name	Signature	Date

