

# Your Decision Is Entirely Risk-Free! We Guarantee It!



## One Million Dollar - One Year Unconditional Money Back or Exchange Guarantee

- ▶ 100% equipment refund or exchange if for any reason you decide you no longer want or need the copiers acquired.
- ▶ This guarantee applies to all UBT customers who utilize UBT's leasing affiliates or purchase directly for up to 1 million dollars per customer of original copier sale value.

## 5 Year Total Satisfaction Guarantee

- ▶ If you are not totally satisfied with the performance of your copier purchased from UBT, we will at your request, replace it without charge for a similar model for up to 5 years from date of installation.
- ▶ This guarantee applies to copiers that have been continuously covered by a UBT full service contract, and assumes monthly copy volume that does not exceed the manufacturers recommended maximum.

## 36 Month Lease Upgrade

- ▶ You are eligible to upgrade to the latest line of digital copiers equipped with greater capabilities at any time during 12, 24, or 36 month lease without being responsible for the balance of monthly payments owed on the equipment portion of the lease.

## 90 Minute Average On-Site Response Time

- ▶ UBT averages a 90 minute response time from the time the service call is placed until a technician arrives at your office. UBT will provide a credit of up to 3 months of your monthly contract minimum (maximum credit of \$500) if a maximum response time of 3 hours is missed.
- ▶ Monthly contract minimum of \$100 or more per device to qualify. This guarantee excludes network related calls. Service agreements that do not have a monthly minimum will be ineligible for response time guarantee credits.

## 95% First Call Fix Guarantee

- ▶ UBT guarantees that our technician will repair your copier equipment on the first service call at least 95% of the time over the course of each year or we will credit your account \$500.

## 98% Uptime Guarantee

- ▶ UBT guarantees 98% equipment uptime. Specifically if your copier is inoperative for more than 2% of regular business hours over the course of one year, UBT will provide a \$500 credit.
- ▶ The Net Call Incentive and Measurement System for UBT technicians minimizes recalls and incomplete service calls to ensure 98% uptime.

## 15 Minute Telephone Response Time

- ▶ UBT's technician will call you within 15 minutes of placing your service call to confirm estimated time of arrival.

## Free Delivery, Installation and Network Training

- ▶ Product and network training on how to best utilize your copier is unlimited and will be provided as long as the copier is covered by a UBT full service contract.

## Automated Meter Collection and Online Supply Ordering

- ▶ Customers who utilize UBT's device information software are eligible for automated meter collection and supply ordering. Customers can also choose to access the UBT customer portal to manually input meters or request supplies as well.

## Fleet Optimization Guarantee

- ▶ Utilizing advanced software tools, UBT will analyze and restructure your printer and MFP fleet, often resulting in significantly lower costs and an optimized output environment. UBT is so confident in the value of the analysis that if we are unable to cut your equipment fleet expenditures by 10% then UBT will provide you with \$500.

## Price Match Guarantee

- ▶ UBT guarantees it will provide the lowest equipment and service contract pricing in the marketplace.
- ▶ UBT will match any lower priced documented competitive quote from an authorized dealer on comparable equipment at any time before the order is signed and up to 90 days from installation of a new copier from UBT.

In order to qualify for the one year money back guarantee the customer must send a registered letter exercising this option within one year of delivery of the equipment. Additionally, this money back guarantee is entirely contingent upon the customer being current on all outstanding invoices for lease payments and service contracts, maintaining a continuous full service contract with UBT only, and refunding to UBT any lease buyouts paid by UBT on any trade-ins that were part of the transactions. If any of these terms are not met at the time UBT receives the customer's letter, the money back guarantee will become null and void. This guarantee applies to those copiers being directly serviced by UBT in the Baltimore/Washington, New York City and Los Angeles metropolitan areas.

United Business Technologies extends the above guarantees to corporate clients using 50+ cpm A3 machines. The one year unconditional money back guarantee does not apply for print-for-pay/ commercial print companies, high speed production units or special order equipment and software that UBT does not stock in its normal course of business. The one year unconditional money back guarantee is null and void when organizations declare Chapter 7/Chapter 11 bankruptcy or close operations.