

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

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## 90 Day Unconditional Money Back Guarantee

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- ▶ 100% refund if for any reason you decide you no longer want or need UBT's SmartPrint Program for your existing fleet of printers.

## Lifetime Printer Replacement

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- ▶ UBT will repair or exchange your laser printers covered under a SmartPrint contract at any time during the contract's active term.

## Automated Meter Collection and Supply Ordering

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- ▶ 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.

## 4 Hour Average On-Site Response Time Guaranteed

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- ▶ UBT averages 4 hour response from the time the service call is placed until a technician arrives at your office. If we do not average a 4 hour response time over the course of one year, UBT will provide a credit of \$500.

## 98% Uptime Guarantee

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- ▶ UBT guarantees 98% equipment uptime. Specifically if a printer is inoperative for more than 2% of regular business hours over the course of one year, UBT will provide a \$250 credit.
- ▶ The Net Call Incentive and Measurement System for UBT's technicians minimizes recalls and incomplete service calls to ensure 98% uptime.

## Proactive Device Monitoring

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- ▶ Utilizing UBT's SmartPrint software we are able to proactively monitor your fleet for any service issues

## Software Access

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- ▶ UBT will provide login credentials to your IT staff if they'd like access to SmartPrint to monitor the fleet with real-time device info and map views.

## All-Inclusive Service and Supply Contracts

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- ▶ No additional charges for labor, parts and cartridges.
- ▶ No upfront annual service contract costs.
- ▶ Certified technical support is used to maintain your printer fleet.

## 100% Satisfaction Guarantee

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- ▶ Cartridges are guaranteed to be free from defects in materials and workmanship for one year from the original date of shipment or until the toner is depleted, whichever comes first.

## Parts Installation and Cleaning

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- ▶ At the onset of the contract, UBT will conduct a preventative maintenance inspection for your printers which will immediately enhance overall quality and reliability.

## Free Delivery, Installation and Network Training

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- ▶ Free next-day delivery of laser printer cartridges.
- ▶ Product and network training on how to best utilize your printer will be provided for the lifetime of the installation.

## National Account Pricing

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- ▶ The National Account Pricing allows United Business Technologies to offer you consistent volume discounted pricing throughout all of your locations for both equipment and maintenance.

## Consolidated Invoicing

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- ▶ You can receive one invoice for all your copiers and printers providing the convenience of one billing statement.

## Fleet Optimization Guarantee

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- ▶ 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.

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The 90 day unconditional money back guarantee for your existing fleet of printers is entirely contingent upon the customer being current on all outstanding contract invoices. UBT must receive a registered letter requesting a refund within 90 days of contract commencement to qualify.