

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

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 is approved by UBT's leasing partners.

Lifetime Performance Guarantee

- ▶ UBT will repair or exchange your copier during its entire lifetime of active service within your office as long as the copier has been continuously covered by a UBT full service contract.
- ▶ Free service loaner for lifetime of contract.

36 Month Lease Upgrade

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

4 Hour Average On-Site Response Time

- ▶ UBT averages 4 hour response time from the time the service call is placed until a technician arrives at your office. UBT will provide a credit of \$250 if a maximum response time of 8 hours is missed.

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 \$250 credit.
- ▶ The Net Call Incentive and Measurement System for UBT technicians, minimizes recalls and incomplete service calls to insure 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.

All Inclusive Service and Supply Contracts

- ▶ No additional charges for accessories, drums or toner. All supplies excluding paper and staples are included.
- ▶ Surge protectors/voltage regulators which dramatically extend service call intervals, are included at no charge.

Consolidated Billing Option

- ▶ UBT offers a consolidated invoice option to provide you with one billing statement for equipment and service in all of your offices.

Automated Meter Collection and Online Supply Ordering

- ▶ Copier and printer meter counts can be automatically sent to UBT each month through SmartPrint, greatly reducing the amount of time you spend managing output devices.
- ▶ Supply orders can be placed directly through the SmartPrint interface.

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 we'll pay you \$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 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, (30 day money back applies to all desktop models with speeds of 25 cpm or less) 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 notification, the money back guarantee will become null and void.

Warranties and guarantees are available to UBT customers who utilize UBT's leasing subsidiaries or purchase equipment directly from UBT. United Business Technologies extends the above guarantees to corporate clients using Canon 25 cpm to 49 cpm IR/IRC models, excluding desktop models. The one year unconditional money back guarantee does not apply to software or to the following client types; churches, print-for-pay, real estate, real estate appraisers, mortgage/title and escrow, construction, and commercial lending companies. The one year unconditional money back guarantee is null and void when organizations declare Chapter 7/Chapter 11 bankruptcy or close operations.