

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.
- ▶ Copiers installed outside of UBT's direct servicing areas are eligible for a 10% refund of the purchase or lease price converted into actual units.
- ▶ This guarantee is approved by UBT's leasing partners.

5 Year Performance Guarantee

- ▶ UBT will repair or exchange your copier within five years of active service in your office as long as it is continuously covered by a full service contract.

4 Hour Guaranteed Response Time

- ▶ UBT National Account Partners average a 4 hour response time from the time the service call is placed until a technician arrives at your office.

Consolidated Invoicing

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

Guaranteed Manufacturers Support

- ▶ Canon Equipment is the most reliable in the industry with 98% average uptime on well maintained machines. However, if for any reason a dealer service technician cannot resolve a maintenance issue, UBT will send a specialist from Canon, USA to your office to repair or replace the inoperable parts of your copier at no charge.

All-Inclusive Service and Supply Contracts

- ▶ No additional charges for accessories, drums or toner. All supplies excluding paper and staples are included.

Free Delivery, Installation and 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 service contract.

National Account Pricing

- ▶ 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.

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 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 IR and IRC 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.