

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



Industry's Only 1 Year Unconditional Money Back Guarantee

- ▶ For more than 25 years UBT has offered the industry's only 12 month unconditional money back guarantee that allows you to cancel your lease and be fully refunded for lease payments made. Recognized in writing by our leasing partners, UBT's unconditional money back guarantee provides the flexibility and lease cancellation options that no other MFD provider in the nation is able to match.
- ▶ 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 returned to UBT.
- ▶ 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 Performance Guarantee

- ▶ UBT will repair or exchange your copier within 5 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 your copiers providing the convenience of one billing statement.

Guaranteed Manufacturers Support

- ▶ If for any reason a dealer service technician cannot resolve a maintenance issue, UBT will send a specialist 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 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.

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

- ▶ 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. Refinancing of an existing lease without the addition of new equipment is not eligible for the Money-Back Guarantee. 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.

United Business Technologies extends the above guarantees to corporate clients using 31cpm or higher models. Desktop copiers and production devices are specifically excluded from this money back guarantee. 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. HP A3 products are eligible for the one year unconditional money back guarantee for up to 5 total units per customer. The one year unconditional money back guarantee is null and void when organizations declare Chapter 7/Chapter 11 bankruptcy or close operations.