

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.
- ▶ 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.

72 Month 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 **72 months** from the date of the original 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.

72 Month Lease Upgrade

- ▶ You are eligible to upgrade or downgrade, depending on your volume, to the latest line of digital copiers equipped with greater capabilities at any time during any lease term up to **72 months**.

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

- ▶ Our customers select UBT as their MPS partner based on our award winning technical service and leading industry technology. If UBT is not offering the lowest total cost of ownership on our proposed solution, we will match any documented competitive quote from an authorized dealer on comparable equipment.

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 is not eligible for the one-year 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. This guarantee applies to those copiers being directly serviced by UBT in the Baltimore/Washington, New York City, Pittsburgh, and Los Angeles metropolitan areas.

United Business Technologies extends the above guarantees to corporate clients using A3 devices. 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.