

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

90 Day Unconditional Money Back Guarantee

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

100% Satisfaction Guarantee

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

All-Inclusive Service and Supply Agreement

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

Consolidated Invoicing

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

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.

98% Uptime Guarantee

- ▶ UBT Guarantees 98% equipment uptime. Specifically, if your printer is inoperative for more than 2% of regular business hours over the course of one year, UBT will provide 1 month of free prints.
- ▶ The Net Call Incentive and Measurement System for UBT technicians, minimizes recalls and incomplete service calls to insure 98% uptime.

Free Delivery, Installation and Network Training

- ▶ 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.

Parts Installation and Cleaning

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

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 Supply Ordering

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

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.

90 Day Price Protection

- ▶ 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.

The 90 Day Unconditional Money-Back Guarantee is entirely contingent upon the customer being current on all outstanding invoices for supplies. UBT must receive a registered letter requesting a refund within 90 days of contract commencement to qualify.