

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.
- ▶ UBT will replace any cartridge that you are not entirely satisfied with during the first year of the cartridge installation.

All-Inclusive Supply Commitment with Free Service

- ▶ No additional charges for labor, parts and cartridges.
- ▶ No upfront annual service contract costs.
- ▶ UBT's in-house certified technical staff; we do not use an outsourcing company to maintain your printer fleet.

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.

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

- ▶ Free 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.

Free Print Volume Analysis

- ▶ Utilizing advanced print volume software, UBT will conduct a complete analysis of your volumes and costs and provide a comprehensive and 100% accurate report detailing any cost savings or productivity enhancing opportunities.

Guaranteed Lowest Price

- ▶ UBT guarantees it will match or beat the lowest cartridge pricing for comparable products and onsite maintenance.

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.