



Printer Express Programs

PEP I: OVERNIGHT EXCHANGE PROGRAM - *Guaranteed Printer within 24-Hours!*

- A Printek replacement printer with the latest technological updates.
 - Customer calls Printek's National Technical Support Center to notify them of a defective unit. Hours of operation are 8:00 a.m. - 5:00 p.m. ET, Monday through Friday, weekends and holidays excluded.
 - Printek will issue a Return Authorization (RA) number for the defective unit to be returned to the manufacturer.
 - Printek will ship a replacement unit via overnight express freight (service requests after 4:00 pm ET, will be processed the following business day). Guaranteed delivery within 24-hours, weekends and holidays excluded. Shipments outside the United States do not qualify.
 - Customer agrees to pack defective unit in box provided with replacement unit and return via prepaid freight and insured to Printek with supplied shipping label and RA number.
 - Defective units not received by Printek within 30 days of a replacement unit being sent will be billed to the customer at the effective list price of said unit, excluding units lost by freight company providing unit was adequately insured.
 - Unlimited phone support direct from Printek's National Technical Support Center.

PEP II: FACTORY TURNAROUND PROGRAM - *Guaranteed Repair within 48-Hours!*

- Your current printer repaired by Printek highly trained factory technicians.
 - Customer calls Printek's National Technical Support Center to notify them of a defective unit. Hours of operation are 8:00 a.m. - 5:00 p.m. EST, Monday through Friday, weekends and holidays excluded.
 - Printek will issue a Return Authorization number for the defective unit to be returned to the manufacturer.
 - Customer agrees to return unit adequately packed via prepaid and insured freight.
 - Printek guarantees to repair any unit covered by this agreement within 48-working hours from receipt of unit, weekends and holidays excluded.
 - Printek will return each unit via UPS ground freight, prepaid, and insured. Expedited freight service is available at customer expense.
 - Printek agrees to replace any unit that cannot be repaired within 48-hours with like unit.
 - Unlimited phone support direct from Printek's National Technical Support Center.

PEP III: ON-SITE REPAIR PROGRAM – Guaranteed Technician On-Site by Next Business Day!

- Independent Service Organizations authorized by Printek to offer on-site service.
 - Customer calls the designated Service Provider and places a request for service. A Customer Service Engineer (CSE) will be dispatched to perform the repair and maintenance services.
 - The CSE will contact the Customer to confirm the problem and provide arrival time they expect to be on site to fix the problem. Service calls will be provided within the time frame set forth in the service quote. Service Provider guarantees an on-site CSE will visit your site by next business day, weekends and holidays excluded.
 - Once on-site the service provider's CSE will diagnose the problem and attempt to fix it at that time. If they need to order parts or get additional information, they will let the customer know the status. If they need to return another day to complete the repair, they will provide the customer with an estimated arrival time and problem resolution.
 - The standard period of maintenance is 8:00 a.m. - 5:00 p.m., Monday through Friday, in the time zone where the equipment is located, weekends and holidays excluded.
 - The Service Provider will provide telephone support for diagnosing errors and malfunctions.