

## Advanced Service Exchange and Repair & Return ■ ■ ■

### Two ways to an effective solution in an express manner

The **Advanced Service Exchange** and **Repair & Return** services are two ways by which Markem-Imaje delivers prompt and effective solutions to maintain equipment availability.

These two solutions form part of the services provided by our local Markem-Imaje repair center.

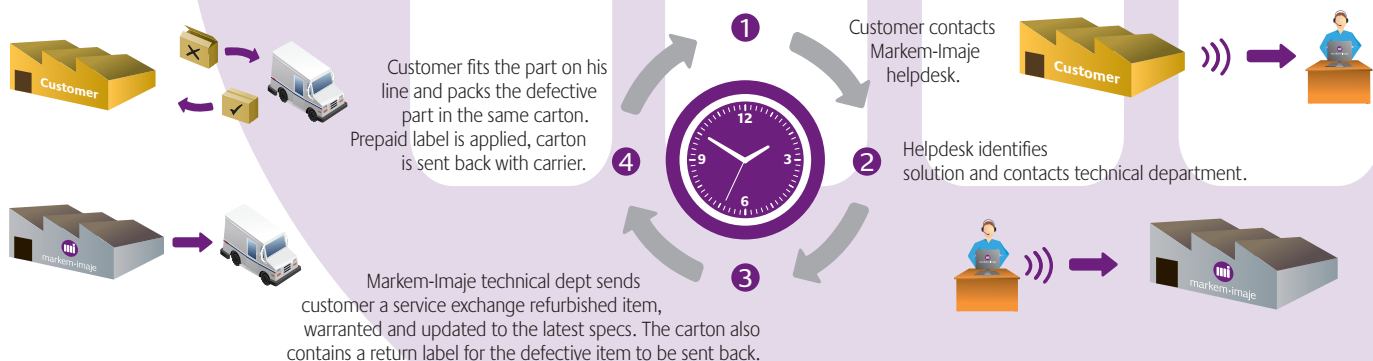
Given repairs are centralized through an MI Repair Center, problems are resolved more efficiently and timely as they have been organized in a way to provide an expert level of support along with improved response times.

When using these services, customers are asked to provide the machine serial number, as this enables the MI Customer Service Representative to quickly and accurately identify the equipment to process the request rapidly.

### Advanced Service Exchange ■ ■ ■

#### Customer benefits include:

- Flexible responsive solutions to incidents
- Fast and predictable solution response
- Cost known upfront
- ASE items are updated to latest product specifications
- Higher inherent reliability
- Warranty on replaced part
- Linked with on-site back up inventory, this offers a very cost effective 24/7 support solution
- 90% same day dispatch, 10% within 1 day



### Repair and Return ■ ■ ■

#### Customer benefits include:

- Ability to keep same asset
- 88% of items are repaired and received back by customers within 4-5 days of receipt



	Advanced Service Exchange	Repair & Return
<b>General description</b>	To send a refurbished item on replacement of a broken part immediately after the customer's request	To get a broken unit repaired within 5 days: <ul style="list-style-type: none"> <li>• 1 day inbound shipping</li> <li>• 3 days repair time at the local repair office</li> <li>• 1 day outbound shipping</li> </ul>
<b>Advantages</b>	<ul style="list-style-type: none"> <li>• Efficient Service</li> <li>• Easy budgeting: cost known in advance.</li> <li>• Reduced administration burden: agreed process with an express carrier</li> <li>• Fully refurbished items to almost new condition</li> <li>• Items with latest specifications (hardware and software)</li> <li>• Reduced downtime</li> <li>• Markem-Imaje warrants the refurbished items up to 6 months</li> <li>• Two-way transport and return of item included</li> <li>• Internet tracking of shipping via express carrier</li> </ul>	<ul style="list-style-type: none"> <li>• Repair customer's own items upon a quote</li> <li>• Easy budgeting: min and max known in advance</li> <li>• Reduced administration burden: agreed process with an express carrier</li> <li>• Any product updates that are available will be included in the price. This ensures products are maintained to the latest revision.</li> <li>• Markem-Imaje warrants some refurbished items up to 3 months</li> <li>• One-way shipping expenses of item included</li> <li>• Internet tracking of shipment via an express carrier web site</li> </ul>
<b>General description</b>	<ul style="list-style-type: none"> <li>• Customer calls local operations Help Desk.</li> <li>• Customer provides both the serial number of the item and printer</li> <li>• Agrees on an Advanced Service Exchange request.</li> <li>• The customer must return the failed unit, fully intact and in suitable packaging to the repair centre.</li> </ul> <p>Markem-Imaje reserves the right to make additional charges if the defective part is returned with missing items or not returned.</p>	<ul style="list-style-type: none"> <li>• Customer calls local operation help desk</li> <li>• Customer provides serial number of the item</li> <li>• Agrees on a Repair &amp; Return service</li> <li>• Sends item to local repair center to be repaired</li> <li>• The item is repaired and shipped back within 4 days.</li> </ul>
<b>Process</b>	The customer should always return faulty items within 1 week from when they received the replacement. Potential additional charges could be incurred if faulty items are not returned after 2 weeks.	Any missing, damaged or worn parts may be charged separately at the discretion of the repair and will be added to the order.

**Call Markem-Imaje's Customer Service Lines for more information:**  
**Customer Service Hotline: 1-800-322-0116**  
**24/7 Help Desk Support Hotline: 1-800-345-8580**

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