



Peace of Mind Guarantee

LIFE TIME PERFORMANCE GUARANTEE

We guarantee that your _____ system MODEL _____ will run for a minimum of five years or _____ copies, whichever comes first. If in the event the unit fails to perform to manufacturer’s specifications, we will replace it with a comparable unit of equal or greater value at FREE of charge.

UP – TIME GUARANTEE

We guarantee an average emergency service response time of four hours in our primary metropolitan service area. This applies during normal business hours from 8:30AM – 4:30PM, Monday through Friday, except holidays, and excludes scheduled preventative maintenance calls. If Amerx fails to achieve this response time during any full calendar quarter, we will issue a check to your company for \$200.

TRADE – IN ALLOWANCE GUARANTEE

We guarantee the following trade-in allowance of your AMERX purchased unit when you are upgrading to another unit through AMERX.

1 st 60 days	100% purchase price
3 months - 6 months	70% purchase price
7 months – 12 months	50% purchase price
24 months plus	2% decrease per month

SUPPLY & PARTS AVAILABILITY GUARANTEE

We guarantee that the supply and part items you need will be in stock. If for any reason we fail to meet this guarantee, causing your unit to remain inoperable for more than two (2) business days; we will provide you with a loaner of similar or upgraded features at no cost until your unit is repaired.

These guarantees may become void at any time after installation if customer does not keep the equipment under a continuous full Maintenance Program from Amerx, your account is not kept current, equipment is not operated within manufacturers’ environmental, electrical, and throughput material specifications and factors external to the equipment such as, but not limited to abuse, misuse, or acts of nature that affect equipment performance occur.

“We promise to provide you with the finest and most complete service and support in the industry. We are willing to put this guarantee in writing, committing to you the support you have come to expect from Amerx. As our Customer, we want you to know we appreciate your trust and we desire to continue to strive to earn your business. You may call me at anytime if I can assist you with anything.”

Scott W. Stebbing
President / CEO
Amerx Office Solutions, Inc.
Direct: 512.334.0802
sstebbing@amerxusa.com

Customer _____
Signer _____
Title _____ Date _____