

Warranty Services

To reduce costs and increase customer service levels, Resellers and OEMs look to TechFORCE to provide reliable, comprehensive warranty service solutions. TechFORCE's Warranty Service Plans are customized to meet our clients' needs and provide many features and services that are designed to generate ongoing incremental revenues and increased customer loyalty.

Standard Warranty Services

- Help Desk Assistance
- 1-Hour Telephone Response Time
- 8 a.m. to 5 p.m., Monday thru Friday, Site's Local Time, excluding holidays
- Next-Day On-site Parts Replacement
- Same-Day On-site Repair Options
- 24/7 Coverage Options

Spare-in-the-Air

- Configure Replacement Part/Unit
- Overnight Shipping of Part/Unit
- Retrieval of Defective Part/Unit
- Repair & Restock Part/Unit

On-Site Service—Labor Only

- 8 a.m. to 5 p.m., Monday thru Friday, Site's Local Time, excluding holidays
- Same Day and Next Day Service
- 24/7 Coverage Options

Depot Repair

- 3-Day Repair Time on most CPU's and Peripherals
- Repaired product is returned using your preferred carrier

Help Desk

- 8 a.m. to 5 p.m., Monday thru Friday, Site's Local Time, excluding holidays
- Certified, Trained & Experienced Technicians (A+, Cisco®, SCO Unix®, Linux®, MCSE®)
- 24/7 Coverage Options

Enabling Your Success

Enhance your profitability through reduced costs and increased customer service with our menu of value added warranty services. With over 24,000 nationwide available service technicians, TechFORCE has the knowledge and valuable resources to provide you with unsurpassed warranty services. Protect your products today with the precise level of support you need, from basic to business-critical.

On-line Call Tracking & Reporting

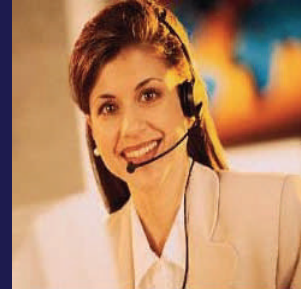
TechFORCE offers our customers access to TechNET, a unique on-line web-based service call program, which gives you 24/7 access to your account. Utilizing TechNET, you can log new service calls, check the status of open calls, add comments into open calls, and review your service history. Some additional features include detailed performance tracking and reporting.

TechFORCE

Respond, Resolve, It's Guaranteed...

Tech Force
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866.TF2.SALE
Fax: 678.597.3503
www.techforce.net
sales@techforce.net

Warranty Services



TechFORCE

Respond, Resolve, It's Guaranteed...

TechFORCE provides several different levels of warranty services, including parts and labor. Pricing and available warranty service options are based upon products, on-site response time and coverage periods required.

24/7, Same Day

Help Desk Technicians are provided around the clock, everyday, including TechFORCE holidays. When on-site service is needed, a Service Technician is scheduled to arrive on-site within four (4) hours of the service request.

8/5, 4 Hour Response

The Service Technician is scheduled to arrive on-site within four (4) hours, after the remote problem determination is completed. Service is provided Monday thru Friday, 8 a.m. to 5 p.m., the site's local time, excluding TechFORCE holidays. The Service Technician will arrive the following business day before 12 p.m. for service calls placed after 3 p.m. with on-site service requirements.

8/5, Next Business Day

The Service Technician is scheduled to arrive on-site the next business day after we receive the service call. A business day is Monday thru Friday, 8 a.m. to 5 p.m., the site's local time, excluding TechFORCE holidays.

Depot Repair

Your chosen carrier picks up the product and delivers it to our depot repair service center. Typically, there is a 3-day turnaround on repairs. The product is then returned to you by the carrier of your choice.

Spare-in-the-Air

The Service Technician configures the replacement part. The part is then shipped overnight to the site. A Pre-paid Authorized Return Label is packaged with the replacement part for return shipment of the part to TechFORCE. TechFORCE will then repair and restock the part.

Complete Turnkey Solutions

TechFORCE is your single point of contact for outstanding end-to-end warranty services. We currently support thousands of sites throughout North America, allowing the OEM and Reseller to concentrate on their "core competency", while we provide their end-users with the best warranty services available. Contact your TechFORCE sales representative today at (866) 832-7253 to determine which warranty service plan is the best suited to meet the unique needs of your customers.



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