

Kyocera Document Solutions New England Service & Support Guarantees

- ✓ You will be contacted by one of our support specialists within 60 minutes of us receiving your request for support. They will provide you with an ETA for the service call or try to resolve the problem during that initial call.
- ✓ Each quarter, we guarantee a 4 hour or less average on-site response time from the time we receive your request for support. If this commitment is not met, we will credit you back one month of service (up to a \$200 credit).

***As of 2/1/2021, our average onsite response time statewide is under 3.4 hours
and under 2.5 hours in Chittenden County, with a first-call fix rate of 93%.***

- ✓ If we are unable to resolve a performance issue within 24 hours or you are unhappy with the performance of your machine for any reason, we will install a loaner machine at no charge.
- ✓ Your new machine(s) will have a 95% uptime over a 90-day period, or we will install a loaner machine and bring your device into our service department for further analysis until the issue is fully resolved.
- ✓ Kyocera guarantees the performance of your new machine(s) to our manufacturer specifications for the lease term or 5 years from the date of purchase, or we will replace it with a machine with equal or greater capabilities and of equal or greater value.

We are so confident of our service capabilities that we will allow you to cancel your service contract at any time with a 30-day notice if we do not deliver on what we promise!

Our annual customer retention rate is 99.6%!

If you have any questions, or would like additional information, please contact:

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