

- ☐ Managed IT Services
- ☐ Electronic Content Management
- ☒ Imaging & Printing

Performance Promise Guarantee



A Proud Tradition of Service Since 1970

Absolutely guaranteed consistency and reliability. Every time. Or we'll make it right.

Stratix Systems is one of the mid-Atlantic region's leading, independent dealerships of business-class printing and imaging devices.

Since 1970, our philosophy has been to service and guarantee everything we sell and to protect our clients' technology investments.

As a dedicated, single-line dealer within the Ricoh Family Group, we are able to deliver unparalleled technical service, support, and product knowledge, as well as parts and supplies availability. We maintain one of the most extensive part inventories of any dealership in the region. In fact, we still service, and have parts available for, Ricoh-manufactured equipment sold over ten years ago. We intend to continue this practice, as long as the respective parts remain available.

To help us keep our promise of quick, efficient service, our technicians are Ricoh-trained and -certified. They participate in ongoing manufacturer-sponsored training in their respective areas of expertise and are backed by technical field supervisors and managers.

Professional accreditation and technical expertise are extremely important. Stratix Systems has been recognized and certified by the leading authorities in the business technology and office equipment industries, including:

BEI PROs Elite 100, which recognizes Stratix Systems as one of the top 100 independent office technology organizations in the United States based on a series of criteria designed to measure its client service procedures and outcomes, as well as overall client satisfaction.

Ricoh Circle of Excellence Certified Dealership is the manufacturer's highest service and support designation, and identifies premier dealerships based on organization structure, technical efficiency and client satisfaction measures, resource utilization, and business processes.

ENX / The Week in Imaging Elite Dealer Award is the industry publication's annual list of the top office equipment, office products, and office furniture dealers in the country. 2015 marks the 10th consecutive year (2006-2015) Stratix Systems has been recognized as an Elite Dealer.

Up-time Performance Guarantee

Stratix Systems will acknowledge your service calls within one hour, and our on-site response time to your location will average four hours or less. Guaranteed. If we miss our four-hour average, we will issue you a credit for one month of your maintenance and supply contract.

Should our service technician be unable to repair your office equipment in a timely manner, we will supply you with a loaner machine until repairs on your system are completed.

Unconditional Buyer's Guarantee

We guarantee what you purchase from Stratix Systems. If, at the time of initial installation and for twelve months following, the device you purchased from Stratix Systems does not perform as originally demonstrated, we will replace it with a similar model or give you your money back. Guaranteed.

We also guarantee that Stratix Systems will have parts and supplies available to you for a minimum period after the initial installation, as follows:

- Used Equipment = Three Years
- New Equipment = Five Years

Technology Upgrade Guarantee

Stratix Systems understands that your business is growing. As it does, your needs grow and change. Technology is also changing at a record pace.

If you need to upgrade to a more robust device or a newer technology, we will credit a portion of your initial investment toward the base price of a new system, as follows:

- First 90 Days = 100% Credited
- First Year = 2/3 Credited
- Second Year = 1/2 Credited
- Third Year = 1/3 Credited

Terms and Conditions

The Equipment must be operated and maintained in accordance with applicable directions and specifications and is not abused or negligently treated.

The Client must permit access by Stratix Systems' service technicians to the Equipment for the purpose of performing routine or emergency maintenance. Repairs not covered by Stratix Systems' standard warranty or by a current Stratix Systems Guaranteed Maintenance Agreement will be billed at Stratix Systems' current time-and-material charges.

Equipment is to be continuously covered by a Stratix Systems Guaranteed Maintenance Agreement, the terms and conditions of which are set forth in the Stratix Systems Guaranteed Maintenance Agreement.

The Client remains current in its payment for Equipment, supplies, and Guaranteed Maintenance Agreement. Failure to remain current on invoices will void the Stratix Systems Performance Promise Guarantee.

Use only Stratix Systems-recommended consumables, purchased from Stratix Systems. The use of unauthorized parts and supplies may damage your Equipment. Damage and/or copy quality issues caused by incompatible parts and/or supplies will not be covered by, and may void this warranty.

For the Technology Upgrade Guarantee to be in effect, all above-stated terms and conditions must apply. Also, usage must not exceed the maximum volume(s) specified in the copier and fax maximum and reimbursement schedule. Service, supplies, and/or interest charged by leasing or financing companies do not apply. Early payout charges by a leasing or financing company also are not figured in the Technology Upgrade Guarantee discount.

By signing below, the Client indicates they have read and understand these terms and conditions / guarantees.

Client Company / Organization

Model / Serial Number or Service Tag ID

Equipment Install Date

Client Company / Organization Representative (Print)

Client Company / Organization Representative (Signature)

Stratix Systems Vice President Representative (Signature)

The Client agrees this is the entire agreement; there are no additional agreements written, implied, or oral. This agreement is non-transferable; if such transfer occurs, the Stratix Systems Performance Promise Guarantee is void. This agreement cannot be altered, amended, or assigned to another party or client without a written instrument signed by both an officer of Stratix Systems and Client. This Agreement must be signed by the Client Representative and by an accepting Vice President of Stratix Systems. A sales representative's signature alone will not validate this agreement.

stratix systems

strategic technology solutions

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