



# COPIERS / PRINTERS

## Satisfaction Guarantee

*Fisher's is dedicated to exceeding your expectations. Customer satisfaction, from equipment servicing to account management to product quality, is extremely important to Fisher's and we therefore guarantee your satisfaction. If your experience with Fisher's does not meet or exceed your expectations, we are committed to resolving the issues.*

### **IMAGING UPTIME\***

If products continuously serviced under a Fisher's maintenance agreement are not operational for 95% or more of standard business hours over any six month period, Fisher's will credit your account \$100.

### **IMAGING EQUIPMENT SERVICE RESPONSE\***

A Fisher's Service Technician will be at your location in less than four hours on average. Failure to do so on average over any six month period will result in a \$100 credit to your account.

### **IT SERVICE RESPONSE**

A Fisher's IT support representative will contact you to arrange service within two hours of opening your IT service ticket. We will do our best to help you same day, but guarantee someone will be working on your issue by the next day.

### **MANUFACTURER PARTS AND SUPPLIES**

Fisher's guarantees that, on current equipment models, we use parts and supplies made by the original equipment manufacturers or have validated that a third party is as good or better.

### **ONGOING NEEDS ASSESSMENT**

Fisher's will monitor volume trends and load-balance your environment to optimize your equipment and document efficiency.

### **OWNER ACCESS**

Fisher's owners, Chris Taylor, Eric Strand, and J.T. Jones are immediately available to ensure you are completely satisfied. Direct phone numbers are (208) 947-3650 for Chris, (208) 947-3612 for Eric and (208) 947-3649 for J.T.

*\* Uptime and service response metrics and credits are only valid for equipment within 30 miles of a Fisher's office location.*

### **NO LEMON GUARANTEE**

If the performance of your equipment does not meet manufacturer performance specifications, Fisher's will replace it with equipment of equal value at no charge. This guarantee is valid for the first five years after purchase (three years if refurbished). The equipment must have been continuously covered by a Fisher's full service agreement and the equipment cannot have been the subject of misuse, abuse, or neglect.