



ALL THINGS OFFICE TECHNOLOGY

TALK TO THE OWNERS



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HEAR IT FROM OTHERS



CUSTOMER SUPPORT

Imaging equipment response time – 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. The uptime and service response metrics and credits are only valid for equipment within 50 miles of a Fisher's office location.

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.

GUARANTEED LOANER PROGRAM

In the unlikely event Fisher's is unable to promptly return your imaging equipment back to full functionality and upon request, Fisher's will provide a loaner device with equal or greater capabilities at no additional cost per print than your current contracted equipment.



GUARANTEED REPLACEMENT PROGRAM

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 5 years after purchase (3 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.

ACCOUNTING REPORT CARD

Billing/Invoice Accuracy 97.1% (1/1/2019 - 12/31/2019)

AWARDS



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and Best IT and Tech Support Services



12th Consecutive Year

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