

# HILLIARD

OFFICE SOLUTIONS

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CUSTOMER **ONE** GUARANTEE

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## CUSTOMER **ONE** GUARANTEE

### Program Overview

Hilliard Office Solutions is committed to providing the best user experience for all of our customers. Now, when you lease a Konica Minolta Multi Function Printer, **“it works or it walks”** for the term of the lease.

**Hilliard Office Solutions guarantees it.**

### Peace of Mind

When purchasing a Konica Minolta MFP, you are not only installing an industry-leading document management system with the latest technology and superior support. You are also being given the **peace of mind that comes from the industry’s best guarantee**, direct from Hilliard Office Solutions.

### Program Details

Your Konica Minolta MFP will (1) meet factory specifications and (2) function on your network, or Hilliard Office Solutions will replace it for free with an equivalent model:

- **First two years: replacement will be a brand new Multi Function Printer**
- After two years: replacement may be new or refurbished
- **Plus**, Hilliard Office Solutions will provide a **\$1,000 credit** towards your next Konica Minolta MFP (when leased through KMPPF) as a way to say “we’re sorry for any inconvenience.”

### What Makes the *Customer One Guarantee* the Number One Guarantee in the Industry?

- The Hilliard Office Solutions Customer One Guarantee is Balanced, Equitable and **free**.
- Once a replacement is approved, Hilliard Office Solutions pays for shipping both ways.
- Hilliard Office Solutions pays for the labor required for the replacement.

### Summary of Benefits

You become number ONE, when Hilliard Office Solutions puts YOU first!

- Direct from Hilliard Office Solutions
- **Freight charges are covered**
- **Labor costs are covered**
- Proactive process
- Fast response and resolution

## How the Customer One Guarantee Process Works

The Hilliard Office Solutions Customer One Guarantee represents our commitment to meeting and exceeding customer expectations. One of the key features of this industry-leading program is our ability to make fast replacement decisions.



- “First responders” are **empowered** to make decisions, assuring you satisfaction early and throughout the process.
- **Proactivity** is key, letting you know that we are monitoring your MFP closely and looking to head off potential issues. There are three potential intervention points, ALL with **the power to authorize** a replacement.

Monthly reviews:

- Number of calls to technical support
- Severity of issues resulting from the calls
- Analysis of variety of issues reported
- Repetitive nature of issues
- Hilliard Office Solutions will proactively offer a replacement MFP to the customer based strictly on documented performance history

In the field:

- **On-site visits by Hilliard Office Solutions’ Regional Service Manager**
- Assess the customer situation
- Determine the extent of the issue
- Determine whether a new unit will resolve the issue
- Determine if a replacement is required
- Hilliard Office Solutions’ General Manager is empowered to make a return authorization

On the phone:

- **Technical support from Hilliard Office Solutions’ certified team**
- Review the current situation
- Replicate the issue in the lab (when available)
- Assess the customer’s situation
- Determine whether a new unit will resolve the issue
- Determine if a replacement is required

-- **Fast and easy.**

## Terms & Conditions

- Equipment must be covered under full coverage maintenance agreement for the term of Lease
  - Genuine Konica Minolta parts and consumables must be used throughout the term of the lease and maintenance procedures must be performed according to published schedules.
  - Improper use, electrical power, customer abuse and/or negligence and acts of God are not covered under this program.
- Equipment Replacement Guarantee
  - If Hilliard Office Solutions is unable to service a Konica Minolta product in the customer's office, a loaner will be provided at no charge while in-shop repairs are performed.
  - If within the first two years after installation the equipment cannot be repaired to meet factory specifications, we will replace it with a brand new Equivalent Model.
  - After the first two years and through the end of your lease, if the equipment cannot be brought to original specifications, we will replace it with an equivalent model that may be new or refurbished.
  - If the equipment is replaced during the course of the lease, the customer will receive a credit of \$1,000 towards the lease of a new Konica Minolta Multi Function Printer provided it is exercised within 30 days of lease expiration and the new equipment is leased through KMPF.
- Published Specifications include those listed on official Konica Minolta Product Literature for that model.
- Hilliard Office Solutions makes no warranties whatsoever, expressed or implied, with regard to the product purchased, leased or rented by customer, the service, the software included with the product or its installation and maintenance and expressly excludes all other warranties including the implied warranties of merchantability and fitness for a particular purpose.
- Customer's exclusive remedy shall be replacement or repair of the product or non conforming parts at the option of Hilliard Office Solutions as provided in this Customer Experience Guarantee. Hilliard Office Solutions shall not be liable for any damages, including but not limited to damages due to loss of data or information of any kind, loss of or damages to revenue, profit or goodwill, damages due to any interruption of business, damage to customer's computers or networks, even if advised of the possibility of such damages. Customer expressly waives its rights to special, consequential, exemplary, incidental or punitive damages or monetary damages of any kind.
- Hilliard Office Solutions, to the best of our knowledge, is the only dealer who will replace your MFP with a brand new unit during the first two years, should it fail to meet factory specifications or function on your network.
- This Customer One Guarantee may not be combined with any other offer.

## Network Environment

- The guarantee specifies that the network environment, including PCs and other access devices, remains the same as it was when the MFP was installed. Hilliard Office Solutions cannot guarantee the functionality of the MFP after network upgrades, software version & peripheral changes or the addition of entities not present upon the original install are introduced. In this case, Hilliard Office Solutions will make every effort to ensure your MFP can function in the new environment up to and including requesting and implementing approved specification changes to the Konica Minolta firmware in order to function after the changes are completed.



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