



NATIONAL[®]
GOLD *Alliance*
— G U A R A N T E E —

WE GUARANTEE 100% CUSTOMER SATISFACTION

Guaranteed Service Response
Guaranteed Service Performance
Guaranteed World-Class Products

**“Our equipment and service is guaranteed.
If we fail to perform to your guaranteed standards,
we’ll replace the equipment or refund
your service money.”**

YOUR GUARANTEE

Hardware Terms and Conditions

NATIONAL Business Technologies will service all equipment to manufacturer's recommendations and, if unable to satisfactorily service a NATIONAL product in the field, a loaner will be provided at no charge while in-shop repairs are performed. If a NATIONAL product is unable to be satisfactorily repaired, a comparable replacement model will be provided at no charge.

All NATIONAL products are covered for a period of five years, provided that the original unit is continuously maintained under a NATIONAL maintenance agreement from the date of installation.

We guarantee same day service.

All NATIONAL service calls will have an average six-hour response time (Mon-Fri 8am-5pm). The six-hour response time will be reviewed annually. If NATIONAL fails to meet an average six-hour response time, NATIONAL will refund your service money in the form of a check for the last month's service.

This guarantee:

- Applies to equipment that has not been damaged or destroyed by customer abuse or acts of nature.
- Applies if the customer's account is current.

Software Terms and Conditions

If NATIONAL is unable to complete the Scope of Work, NATIONAL will refund your professional services and software money.

All NATIONAL Software application versions are supported as stated in the Scope of Work by NATIONAL and said software vendor, until the software vendor discontinues support for the software application.

This guarantee:

- Applies to software issues that are known by NATIONAL and said software vendor but precludes external factors that may affect the software (e.g., hardware changes or changes in other software on the system).
- Requires the client to provide proper resources stated in the Scope of Work.
- Applies if the customer's account is current.
- Loss of data is not covered

NATIONAL Gold Alliance Guarantee Authorization Form

Customer: _____ Date: _____

Customer Signature: _____

Print Name and Title: _____

NATIONAL Account Manager Signature: _____

Print Name and Title: _____

Authorized NATIONAL Signature: _____

Model: _____ Serial Number: _____