



Customers' Frequently Asked Questions ZebraCare™ On-Site

Bringing Service to You

Q. What is ZebraCare On-Site?

A. ZebraCare On-Site is a yearly service agreement that will allow Zebra customers to receive service on their Zebra printers at their place of business.

Q. What are the advantages of purchasing a ZebraCare On-Site service agreement?

- A. You'll receive the following benefits:
- It's the least expensive service option over the life of your product.
 - You receive faster service response based on the service agreement level chosen.
 - Routine preventative maintenance checkups and repair services are all done on-site, thus reducing printer downtime.
 - Factory-certified technicians bring your printer back to original specifications.
 - ONLY genuine Zebra™ parts are installed in each repair.
 - It reduces your overall cost of ownership and protects your investment.

Q. Why should I buy a ZebraCare On-Site service agreement at the time of purchase rather than wait until my warranty ends?

- A. Purchasing at the time of purchase provides:
- Extra savings when purchasing upfront.
 - "New Product" pricing, which is available for a limited time.
 - A safeguard for unexpected, expensive, and inconvenient "time and material" repair costs if the warranty ends.

ZebraCare On-Site Service Agreements

ZebraCare™ On-Site Advantage—Next-Day Response

Service technician arrives at your location the next business day on requests received before 4:30 p.m. EST.

ZebraCare™ On-Site Advantage Plus*—Same-Day Response

Service technician arrives at your location within four hours of on-site service requests received before 1:30 p.m. local time.

*Four-hour response available only in select locations. Please call for availability in your area.

NOTE: Custom on-site solutions also available. Please contact your Zebra authorized reseller or Zebra for details.

You may also extend either agreement's benefits by selecting comprehensive coverage.

Comprehensive Coverage

Upgrades your service agreement to include printhead replacement and physical damage repair.

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Q. Is there an advantage to purchasing a multi-year agreement?

- A. Purchasing a multi-year agreement provides:
- SAVINGS—up to 10 percent.
 - Protection against future price increases.
 - Peace of mind by eliminating the administrative hassle of remembering to renew.
 - Long-term insurance against the unexpected.

Q. Are there any restrictions on when I can purchase an On-Site service agreement?

A. Yes. If the product is not under an original product warranty or covered by a ZebraCare service agreement, it must be in good working order prior to being covered by an agreement.

Q. Are other service options available with ZebraCare On-Site?

A. Yes! There are numerous options available to you. Please contact your Zebra authorized reseller for details.

Q. Who will service the product?

A. A factory-trained and -certified Zebra technician will arrive on-site to service your printer. You'll receive the same quality repair as you would from a Zebra repair center and the repair will include only genuine Zebra parts.

Q. How can I buy a ZebraCare On-Site service agreement?

A. Call your reseller and ask to purchase a ZebraCare On-Site service agreement. You can also visit www.zebra.com or call Zebra directly at +1 800 423 0442.



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www.zebra.com