

# SERVICE PROGRAMS FOR YOU



**CUSTOM4CARE** wide range of after-sales services offers the functions needed to optimize the timing and improve the efficiency, simplifying business processes and reducing costs. The technical expertise of Custom staff will always be at your disposal. The different levels of Custom4Care allow to choose the best solution for the needs of your company. Our international presence guarantees global coverage and standards.

## **Custom4Care CLASSIC**

The Custom Classic package offers 1 or 2 years warranty service extension. Repair service and replacement within 15 working days.

## **Custom4Care PLUS**

The Plus package offers optimal protection with 3 or 5 years coverage and Priority access to the Help Desk. Turn-Around Time is guaranteed within 5 working days..

**CUSTOM<sup>®</sup>**  
YOUR BUSINESS IMPRINT

**CUSTOM 4CARE**  
CLASSIC

**CUSTOM 4CARE**  
PLUS

<b>General description</b>	BASIC assistance	MAXIMUM protection
<b>Length</b>	1 or 2 Year	3 or 5 Year
<b>Turn-Around-Time</b>	15 Business Days	5 Business Days
<b>Priority access to Help Desk</b>	Mon - Fri from 8:30 am to 6:30 pm (local time)	Mon - Fri from 8:30 am to 6:30 pm – Sat from 8:30 am to 12:30 am + Priority Ticket
<b>Shipping</b>	One way ground (outbound)	Two way express
<b>Coverage</b>	Standard warranty for manufacturer defects	Full coverage (defects, wear & tear, accidental)
<b>Available on</b>	Data Intelligence products	

	<b>CUSTOM 4CARE CLASSIC</b> <b>1 YEAR</b>	<b>CUSTOM 4CARE CLASSIC</b> <b>2 YEARS</b>	<b>CUSTOM 4CARE PLUS</b> <b>3 YEARS</b>	<b>CUSTOM 4CARE PLUS</b> <b>5 YEARS</b>
 D4 LABEL PRINTER	✓	✓	✓	✓
 K-RANGER			✓	✓
 P-RANGER			✓	✓
 P-SCANRANGER			✓	
 SCANRANGER			✓	✓

**CUSTOM**<sup>®</sup>  
YOUR BUSINESS IMPRINT