



## >> Service Options

Ryzex is a third-party service provider offering multiple solutions to end-users, VARs, manufacturers and other service organizations. We're responsible for keeping your mission-critical barcode, data collection, POS, RFID and other computer equipment up and running.

### CONTRACT SERVICE

- Service contracts are based on set quantities of specific products.
- Contracts are generally one year in length, although multi-year contracts are available.
- Each service contract is evaluated on a case-by-case basis to provide the best deal for you.
- Contract prices are based on a per-unit-per-month cost (PUPM) for each product, which is the estimated sum of labor and parts needed to repair the number of failures expected during the contract period.

### NON-CONTRACT SERVICE

#### BASIC FLAT RATE SERVICE

- Applies only to repairs requiring minimal technician time and parts costs.
- Examples include: replacing a scanner lens, handleboard resistor or capacitor, or re-aligning a laser.
- Our most popular service.
- Great for small- to medium-sized operations.
- Turnaround time of 7-10 working days.

#### COMPREHENSIVE FLAT RATE SERVICE

- Typically involves more extensive technician time and high cost of repair parts - those repairs that don't qualify for Basic.
- Examples include: replacing a scan engine, CPU or memory board, or a radio frequency terminal that needs a new radio and display.
- We call first for authorization - if you decline, the product will be returned to you un-repaired and without charge.
- Turnaround time of 7-10 working days.
- Common solution for small-to-medium-sized businesses with more extensive repairs that cannot be handled in-house.

## TIME & MATERIALS SERVICE

- Generally assigned to products that have expensive/costly replacement parts and extensive technician time.
- You'll receive a no-obligation detailed quote in 7 working days after unit is received.
- Repairs begin only after you authorize the repair; if no authorization is received, unit is returned un-repaired.
- Minimum charge is 1 hour labor (evaluation fee); fee waived if repair is authorized.
- Turnaround time of 7-10 working days.

## COUPON BOOK

- Provides guaranteed prices on service without the commitment of a service contract.
- Coupon books are product-specific and coupon prices are often priced midway between basic and comprehensive prices.
- You purchase a book of twelve (12) coupons, which expire two (2) years after the purchase date, and when a unit needs repair, simply send it to Ryzex along with a coupon.
- No need for purchase orders for each repair; no need for authorization of a comprehensive repair.
- The simplest, least hassle non-contract service option we offer.
- If no problem is found, your coupon is returned for use at a later date.
- Know ahead of time what your repair costs are going to be, without multiple purchase orders and invoices.
- Perfect solution for medium-sized installations.

## EXTENDED WARRANTY

- Offered at the time of product purchase; works to extend the warranty on your product.
- Calculated at a per-unit-per-month price.
- Original warranty on pre-owned equipment is 90 days, extended warranty is additional 9 months (totaling 1 year).
- You can also purchase extended warranties for second and third years on new and pre-owned equipment.

## UPGRADES AND CONVERSIONS

- Calculated on a case-by-case basis.
- Pricing based on specific products, parts, sparing costs, availability, technical requirements and quantities.

