



Performance Guarantee Certificate

GUARANTEES

Seven Years of Performance - New equipment-operated and maintained properly, equipped with only manufacturers' genuine brand parts, supplies and serviced by Electronic Office Systems' factory trained staff--is guaranteed to perform to manufacturer's specifications for the length of your lease term or up to seven years if purchased outright and under a service agreement. If your equipment cannot be repaired, we will replace it with a machine of equal or greater capability at no additional charge.

Loaner Program - A loaner machine for service agreement holders is available by request if your equipment is inoperable for a period of one completed business day or longer, allowing your office to continue its operation.

Quick Service Response - An efficiency software based dispatch system ensures a response time to emergency service request calls in an average of 2-4 business hours (weather permitting). If your response is not within this time frame, you will receive a 10% credit voucher towards your next purchase of supplies from Electronic Office Systems.

Product Protection - Our No Lemon Policy guarantees our customers that they are not entering into a sour relationship. Should your equipment prove to have continuous unrepairable problems regarding aspects of its designated operation, we will replace it during the first three months free.

Trade-Up to Fulfill Your Needs - We want and expect your business to grow. When you need more sophisticated equipment, your investment can be used again. If you trade up your equipment, its equity value percentage will be applied towards the list price of your new equipment.

Months Since Purchase	0-3	4-12	13-24	25-59	60 +
Equity Value	100%	80%	50%	20%	10%

UPTIME ASSURANCE

Quality Parts and Supplies Readily Available - Electronic Office Systems stocks only parts and supplies made by the original equipment manufacturers. Parts and supplies are always available for immediate needs. Supplies are shipped UPS next day if ordered before 3:00 p.m.

Competent Service Technicians - Our technicians have extensive industry field experience. Our technicians also regularly attend manufacturers' training classes for product certification and skills sharpening. This is to make sure that we fix our customers' equipment quickly and correctly the first time.

Proactive Machine Care - Computer tracking enables us to monitor your machine's usage and repair history. Our system warns us of problem machines or environments so we can resolve undesirable situations.

CHOICES

- By offering various industry leaders' products, we enable our customers to choose the equipment that best suits their particular needs and requirements.
- Because we work with multiple leasing sources, we can provide you with easy, flexible and tailored financing arrangements and terms.

BUSINESS AFFILIATIONS

- New Jersey Chamber of Commerce • New Jersey Better Business Bureau • Business Technology Association
- Greater Mahwah Chamber of Commerce • Executive Exchange Inc. of NJ • West Essex Chamber of Commerce
- Executives Association of New Jersey • North Jersey Regional Chamber of Commerce • The US Copier Dealers Association • Hudson County Chamber of Commerce • Somerset County Chamber of Commerce

PERFORMANCE

- Electronic Office Systems continuously wins awards from our various manufacturers for superior service and sales performance.
- Through surveys and customer visits, we constantly seek feedback from our customers on how we can serve them better.

Company Name _____

City, State _____

Contact Name _____

Make/Model _____

ACCEPTED DECLINED

Customer's Signature _____ Date _____

EOS Representative _____ Date _____