

Markertech Service Level Agreement

Supply of Markers

Customers buying markers from us can expect the following -

- That we will be competitive in the market.
- That we will stock markers that you use regularly.
- Next Day Delivery as Standard, if ordered by 4pm.

Printer Service & Support

Customers who use Markertech for the supply of markers can expect the following should your Printer go wrong -

Upon letting us know you have an issue printing markers, we will establish what is necessary to get your printer working again within 2 hours and will then offer you the following -

1. Telephone and/or 'Remote Desktop Control' Support.

-To assist with fault finding or help with configuration issues.

If the issue still occurs and your Printer needs to be repaired, we will discuss (with you) the best option for you.

This will include one or more of the following -

2. Printed Markers.

-Prioritised for next day delivery at your normal cost of blank markers. Meaning there should be no/minimal delay to your production for the duration of the printer repair process.

3. Loan Printer.

-If required, same/next day dispatch of a Loan Printer. Carriage and Collection charged at cost, unless the printer is on a Markertech Rental Contract then costs are covered.

4. Free of Charge Evaluation, Repair Report and Estimate Quote.

-We will evaluate the Printer and establish what needs doing to fix it, then come back to you with a Repair Report and an Estimate Quote - you then have the necessary information to decide how you wish to proceed.

We don't charge for anything other than Parts and Carriage.

5. On-Site Repair.

If you would prefer, we can arrange an On-Site repair. For this we charge a Call-Out Fee along with Driving Time and Time On-Site and any Parts.

If the Driving Time exceeds 8 hours, a Hotel will also be charged.