



# Customer Satisfaction Guarantee

Pitney Bowes Document Messaging Technologies division ("Pitney Bowes DMT") is committed to providing our clients with the finest products backed by the highest quality care and service. Our DMT production facility is ISO9000 certified, ensuring quality products and services.

Pitney Bowes DMT promises to provide the customer satisfaction guarantee for the following:

Applicable equipment covered by a Pitney Bowes DMT Equipment Maintenance Agreement within the United States

Applicable equipment:

- Inserters: MSE, MPS, MPS Select, Rival
- Sorters: Olympus II Flexible Tier (Multi-Tier), Olympus II Single-Tier, Vantage, VariSort, EZ Flats, Reliant

Applies to new equipment only

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## GUARANTEED PRODUCT PERFORMANCE

For all new products, as referenced above, we guarantee performance to our specifications for the initial term of the lease or three years if purchased outright provided that the equipment has been appropriately maintained according to Pitney Bowes DMT specifications. If, during that period, the product does not perform to our specifications, and we cannot repair it, we will replace it with a comparable product. Should a malfunction occur due to the use of a non-Pitney Bowes consumable supply or unapproved software/hardware modification, this guarantee will not apply.

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## GUARANTEED NATIONWIDE EQUIPMENT SERVICE

Our nationwide service force will respond to service and preventative maintenance requests as part of your equipment maintenance agreement. Your service manager will provide you with a formal escalation process, which will be adhered to in the unlikely event that an extended outage occurs.

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## OPERATOR PRODUCTIVITY AND TRAINING EXCELLENCE

For all products that we install, our skilled professionals will effectively deliver the agreed upon installation and training services. We will also certify with our standard training program for clients, up to two lead operators for each inserter system purchased.

At Pitney Bowes, we are committed to maintaining long-term relationships with our clients.

A handwritten signature in blue ink that reads "Jason C. Dies".

Jason C. Dies  
President, Document Messaging Technologies