

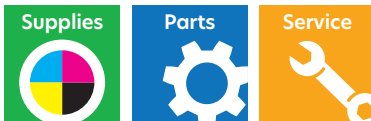


Lexmark Service: Performance and Protection You Can Count On

You made a smart investment buying a Lexmark printer to make your business more efficient.

GENUINE LEXMARK™

BestTogether



at full potential, protecting your investment in your business. Our promise is simple—if your printer needs attention, we'll fix it or replace it with an equivalent or better model. Period.

We train our Lexmark Certified Service Technicians to fix your printer right—and fix it fast, using only genuine Lexmark parts, which have been shown to be three times more reliable than non-Lexmark parts. And, with our depth of experience, Lexmark fixes more than 50% of service issues remotely to get you up and running in just a few minutes. In short, we designed it,

Now let's make sure that printer delivers optimal performance. A Lexmark service plan ensures that your Lexmark printer operates

we built it, and we know how it works so you get fast, reliable service when you need it.

We solve mission critical issues every day across a broad spectrum of vertical markets and industries. Lexmark offers everything from basic extended warranties to fully customizable offerings tailored to your unique business needs. With decades of experience, we provide world-class service consistently in over 160 countries around the world. And independent studies rated Lexmark's customer satisfaction higher than industry averages.*



"The level of expertise that Lexmark provides us has been...dramatically different than what some of our maintenance vendors provide."

Victor Holloway,
Director Human Resources
Administration of NYC

Timing of Service Offerings



Note: Service Offerings may vary by country. Lite Warranty Plans that exclude Consumable Parts may be available.
*Must be continuous from Base Warranty

Flexible options to meet your unique printing needs.



Printer Installation

A Lexmark Certified Service Technician unpacks, installs, configures and tests your printer, allowing you to remain focused on your business. We also train your users, helping them print quickly and efficiently.

Customized Service

If our standard Service does not meet your needs, Lexmark creates a custom solution just for you. Faster response times, 24-hour phone support, inclusion of consumable parts, or other needs you may have. You decide. We deliver.



Advanced Exchange Service

In the event your printer needs service, call us before 5 p.m. local time, and Lexmark will ship a replacement printer to you for next business day arrival.

Warranty Coverage

All warranty coverages include 24-7 access to Lexmark's troubleshooting web tool and unlimited telephone technical assistance. (hours to be clarified)



On-Site Repair Service

In the event your printer needs service, a Lexmark Certified Technician arrives at your business on the following business day and fixes your printer—all parts and labor included—provided you call by 5 p.m. local time.***

Connection
we solve IT®

* Service 800 U.S. Onsite Benchmark report
** Certain conditions apply, such as the availability of next day business shipping.
*** Certain conditions apply, such as service hours and location.

©2021 Lexmark and the Lexmark logo are trademarks of Lexmark International, Inc., registered in the United States and/or other countries.

Contact an Account Manager today for more information.

1.800.800.0014

www.connection.com/Lexmark