



Customer Satisfaction GuaranteeSM

Pitney Bowes Mailing Systems is committed to providing our customers with the finest products backed by the highest quality care and service. As long as you continually maintain coverage with a Pitney Bowes equipment maintenance agreement/software maintenance agreement after warranty, Pitney Bowes promises to provide you the following:

GUARANTEED PRODUCT PERFORMANCE

For all new products we guarantee performance to our specifications for the initial term of the lease or three years if purchased. 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. If during the first ninety days after installation, a replacement product does not perform as specified, you will be entitled to an equipment refund. 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.

GUARANTEED NATIONWIDE SERVICE

Our nationwide service force will respond to service and preventative maintenance requests as part of your equipment maintenance agreement. If we find that we cannot return your equipment to a satisfactory operating condition within a reasonable time, where appropriate, we will provide you with a loaner at no additional cost.

HELP LINE SUPPORT

For customers with products that are supported through our Diagnostics Center, toll-free telephone technical assistance is available Monday through Friday, 8:00 A.M. until 8:00 P.M. ET.

RATE CHANGE PROTECTION

With our ability to accommodate a wide range of carriers, we are your rate data source. Also, should you select any of our plans that include software rate protection, we guarantee that you will not be charged for unexpected rate changes within the scope of your plan.

OPERATOR PRODUCTIVITY AND TRAINING EXCELLENCE

For all products that we install, our skilled professionals will effectively deliver the agreed upon installation and training services. Furthermore, if you attend our acclaimed Mail Management Seminar, we will train your employee(s) on the latest and most efficient use of postal services.

POSTAGE GUARANTEE

We guarantee emergency postage advances for qualified POSTAGE BY PHONE® system customers. This service is available, for a fee, Monday through Saturday and allows you to have sufficient funds to meet your mailing needs.

PURCHASE POWER

Pitney Bowes Credit Corporation guarantees postage to all qualified Purchase Power customers in good standing. You will not have to pay for postage in advance. You can mail now and pay later when you get your bill.

At Pitney Bowes, we are committed to maintaining long-term partnerships with our customers. If our sales and service support team has been unable to satisfy you, I would like to hear from you. Please call my office at 1-800-622-2296.

We won't be satisfied until you are satisfied.

A handwritten signature in black ink that reads "Murray D. Martin".

Murray D. Martin
Executive Vice President & Group President,
Global Mailing Systems