



Total Satisfaction ServicesSM Overview

U.S. and Canada

SERVICE AGREEMENTS					
On-Site*	Quick Exchange*	Depot*	Conversion	Installation	Time and Material
Description					
Provides help when you need it, where you need it in the most critical situations. Telephone troubleshooting, plus any parts, labor or travel costs associated with the printer repair.	Offers maximum value, featuring overnight product replacement via next-day air. Telephone trouble-shooting, plus all shipping charges prepaid by Xerox.	Most cost-effective way to repair and have your original unit returned. Telephone trouble-shooting, parts, labor, plus return shipping.	Converts one year depot warranty to one year on-site or Quick Exchange service from date of original purchase.	A comprehensive package consisting of up to two hours of setup, training and driver installation for a maximum of two computers (Mac or PC only).	Available when your printer is out of warranty and no Service Agreement has been purchased. This offering is chargeable for labor, parts used in the repair, and a zone charge for travel (where applicable). Available on-site or at the nearest depot (when applicable). Available for purchase anytime.
Who to Contact to Purchase					
Xerox (1-800-835-6100) or Local Reseller	Xerox (1-800-835-6100)	Xerox (1-800-835-6100)	Xerox (1-800-835-6100)	Xerox (1-800-835-6100) or Local Reseller	Xerox (1-800-835-6100)
Who to Contact for Service					
Xerox (1-800-835-6100) or Authorized Service Provider	Xerox (1-800-835-6100)	Xerox (1-800-835-6100)	N/A	Xerox (1-800-835-6100)	Xerox (1-800-835-6100)

*Available on Extended or Annual Basis:	
Extended Service Agreement Available at time of printer purchase or within the first 90 days of ownership; saves you up to 28%.	Annual Service Agreement Available after the first 90 days of printer purchase.



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