



Kodak
Service & Support

Peace of mind

from Kodak Service & Support

AUR (Advanced Unit Replacement) from Kodak is the faster, smarter alternative to depot repair. You're assured next-day delivery of a replacement unit to help achieve your ongoing productivity. With **Kodak** Service & Support, this coverage protects your budget from price increases and unplanned service bills, too.

Rest easy: we've got you covered

Kodak will replace your covered scanner if it is not operating correctly with a replacement unit that's shipped quickly to your location. It's as easy as letting us know when your original scanner becomes inoperable. To make it even easier, we offer phone support, next-business-day response, plus our trusted service organization for true peace of mind and protection.

See the backside to learn more about all the advantages.

Superior protection for ongoing productivity— Care Kits from **Kodak** Service & Support

Expert phone support

- > Help Desk available Monday–Friday, 8:00 a.m. to 5:00 p.m. your local time, to answer all your questions

Next-business-day product replacement

- > Simply call and your replacement scanner will be delivered the next day, shipped at no charge
- > Quick turnaround time helps you meet tight deadlines and critical production schedules
- > It's like having a backup scanner without the cost!
- > You simply ship us the unit needing service in the prepaid package within 10 days of receiving the new equipment



Industry-certified, customer-acclaimed service and support from Kodak

- > Recognized as a global leader, **Kodak** Service & Support offers peace of mind through smarter people, processes, and technologies
- > Our ability to maximize productivity and minimize downtime is based on the experience of over 3,300 trained, certified professionals in 120 countries
- > Award-winning **Kodak** Service & Support is one of the largest, most experienced service organizations in the industry
- > We're committed to your satisfaction—customers have been giving us some of the highest customer satisfaction ratings for years

Learn more today

If you have questions, would like more information, or wish to order your peace-of-mind AUR Care Kits from **Kodak** Service & Support, contact your reseller of **Kodak** Document Imaging products or go to www.kodak.com/go/service.

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It's time for you **AND** Kodak