



# Contex Spare Parts Extended Warranty Program Frequently Asked Questions

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## 1. What is the Contex Spare Parts Extended Warranty Program?

It is a new service and support program from Contex that gives distributors and servicing dealers a profitable way to sell extended warranty contracts with all upside risk potential controlled and calculated in advance. The program consists of the service plan and tools, including an ROI calculator, service plan template, email blasts, and other materials to help distributors and servicing dealers expand their business with services.

## 2. How does it work?

For a one-time fixed price paid in advance, Contex will replace any part that might fail in a specific scanner for a predefined time period. Consumables such as glass, lamps, white background plates, filters, and calibration sheets are not included. Customers can purchase policies in one or three year increments, effectively extending the warranty up to five years total from date of scanner sale, thereby protecting their business by reducing the risk of future and unknown price increases. At the time a service provider elects the parts coverage a service contract number will be issued specific to the scanners serial number, which will be used for future tracking purposes.

## 3. Why is Contex offering this to their distributors and dealers?

We see this as an opportunity to help our distributors and dealers save money and establish a new source of revenue for their business from services while offering customers more value through improved service and support. In addition, Contex and our distributors and dealers gain a clear competitive advantage as this program is unique in the industry.

## 4. How is this program different from the standard extended warranty?

This new product should not be confused with a standard extended warranty. In traditional extended warranties, a service provider offers technical support, on-site services and parts replacement as a full service solution. This plan is directed to the service provider, offering an opportunity to hedge against the potential and unknown cost associated with parts replacement. The service provider now has greater control when establishing warranty contract prices, since it has eliminated all the upside risk potential. Overhead, labor costs, and now the parts costs, are known upfront, allowing the price to be established in a very controlled manner. Small servicing dealers benefit by knowing that no



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hidden surprises await them around the next corner when deciding to get into the service business. Large service provider's benefit as well by hedging against future and unknown parts price increases.

### **5. What is included in the extended coverage?**

The extended coverage includes the parts replacement for the time specified in the policy.

### **6. How do I sign up for extended warranty coverage?**

You order online! You must complete and submit the online Contex Spare Parts Extended Warranty Order Registration Form on [www.contex.com/serviceprogram](http://www.contex.com/serviceprogram). You will receive a confirmation email from us with a service contract number. There are mandatory fields to fill out such as scanner serial number, your distributor account number, customer contact information, etc.

### **7. Is there a grace period in which I can sell the extended warranty?**

Yes! The distributor must order and register online within ninety (90) days of the scanners invoice date from Contex.

### **8. Does that mean I can't sell this service offering to my existing customers at all?**

No! As a special launch campaign, we give you the opportunity to market the extended warranty program to customers, who are still within factory warranty. This campaign is valid until June 2010, so you have ample time to leverage the potential of this limited offer.

### **9. How many years of coverage may I purchase?**

You may purchase up to three (3) years in total. This means that including the first twenty-four (24) months factory warranty, the parts can be covered for a total of five (5) years.

### **10. What is the minimum amount of years I may purchase?**

One (1) year. This equates to a total of three (3) years parts coverage when including the original twenty-four (24) months factory warranty.

### **11. Are there any parts not covered by the extended warranty?**

Yes! Parts considered by Contex to be consumables, including; lamps, glass plates, white background plates, filters and calibration sheets. Or, items attributed to abuse or neglect as listed in Exclusion section 6.2 of the terms and conditions.

### **12. How do I order parts for a scanner covered by the extended warranty?**

Spare parts are ordered from Contex in the usual manner. When it becomes necessary to replace a spare part for a scanner covered by the extended warranty program you will be required to submit an online Return Material Authorization RMA request at [www.contex.com/serviceprogram](http://www.contex.com/serviceprogram). An email



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will be sent to you including a RMA number that should be placed in the box when returning the defective part to the factory. Once the part arrives you will be granted a full credit.

### **13. What do I do with the old spare parts after replacing them?**

All parts replaced under this agreement become the property of Contex and must be returned to Contex no later than 30 days after the replacement. Typically, the only components necessary to return are circuit boards and should be returned to the factory in Denmark.

### **14. What is the workflow process I should follow to return parts?**

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### **15. As a distributor can I sell this to anyone?**

You can sell the extended warranties “as is” to your dealers as an uplift. You can also choose to build your own service plan around the extended warranty, add labor and offer on-site maintenance for a fixed price, and have the dealers sell this while you are delivering the service. This program is designed for new or existing “Servicing distributors and dealers” only. Since it requires a technician to troubleshoot and diagnose a problem, we need to ensure the servicing partner is qualified to perform such services.

As the distributor, you are required to perform the initial technical support to your dealers so it is to your advantage to qualify the dealer before selling this program to them.

### **16. How does the End-User obtain support?**

The end-user obtains support directly from their distributor or servicing dealer.

### **17. How Does the Distributor obtain support?**

As usual, the distributor has full support directly from Contex. We ask the dealer base to direct their needs through their distributors.

### **18. How will Contex manage customer satisfaction with service partners under this program?**

When a scanner has been serviced and a RMA request has been received, we will send an email to the end-customer, asking him to fill out a short survey to provide us feedback with his experience of the service level and how satisfied he is with his Contex products.