



Official Document Solutions Provider of the Cincinnati Bengals



Customer Satisfaction Commitment

Waltz Image Commitment

Waltz guarantees if your device becomes inoperable or causes excessive down-time on a consistent basis, we'll replace it with a like model-free of charge. Excessive down-time is defined as less than 98% up-time.

To ensure that the device is maintained properly, not abused or neglected, and that authorized supplies are used, it must be maintained under a Waltz maintenance agreement.

Response Time Commitment

Should your Waltz device become inoperable, we will have a trained, professional technician at your door within 4 hours during regular working hours. This excludes scheduled preventative maintenance calls.

The Satisfaction Commitment

Through our stringent quality control program, comprehensive maintenance agreements, and experienced professionals we strive to ensure you receive the perfect device.

Loaner Commitment

To ensure that you're never without a device, we'll provide you with a courtesy loaner if your equipment ever needs to come to our facility for service.

On behalf of Waltz Business Solutions I, _____
(Waltz Representative)

stand by this Customer Satisfaction Commitment and will uphold this agreement to the best of our ability with _____
(Client Representative)

and _____ for the term our contract. _____
(Company) (Date)