

# Why Xerox?



## The Total Satisfaction Guarantee

Xerox offers a Total Satisfaction Guarantee that fully protects your decision! Quite simply, it's the best guarantee in the industry.

The Total Satisfaction Guarantee provides that, if you are not totally satisfied with any Xerox equipment, Xerox will, at your request, replace it without charge with an identical model or, at the option of Xerox, a model with comparable features and capabilities. Except for previously-installed equipment, the Total Satisfaction Guarantee is effective for three years following initial equipment delivery, unless the equipment is financed by Xerox for more than three years, in which case the Total Satisfaction Guarantee is effective during the entire term of the Xerox financing.

For previously-installed equipment, the Total Satisfaction Guarantee is effective for one year. The Total Satisfaction Guarantee is not available for equipment acquired for personal, household or family use, and it only applies to equipment that is continuously maintained by Xerox or its authorized representatives under a Xerox warranty or Xerox maintenance plan.

We make this offer to clearly demonstrate that our measure of quality is our Customers' Satisfaction.

