

Why Xerox?

The Total Satisfaction Guarantee

Xerox offers a Total Satisfaction Guarantee that 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, Xerox® equipment with comparable features and capabilities. Except for previously installed equipment, the Total Satisfaction Guarantee is effective for three years following the equipment's installation date, unless the equipment is financed by Xerox for more than three years, in which case the Total Satisfaction Guarantee is effective during the initial term of the Xerox financing.

For previously installed equipment, the Total Satisfaction Guarantee is effective for one year. The Total Satisfaction Guarantee 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.

The Xerox Total Satisfaction Guarantee (TSG) has been modified for "SP Equipment", which includes the Xerox® iGen3® Digital Production Press, Xerox® iGen4® Digital Press and Xerox® Continuous Feed equipment. For SP Equipment, the TSG is not applicable during the first 180 days after equipment installation. After this initial period, if SP Equipment for any 90-day period does not perform in a manner that is at least substantially consistent with the performance expectations set forth in the Customer Expectations Document (CED), Xerox, at the customer's request, will replace the SP Equipment with identical SP Equipment or, at the option of Xerox, with Xerox® equipment with comparable features and capabilities. The TSG for SP Equipment applies only to SP Equipment that has been continuously maintained by Xerox under a Xerox maintenance agreement and operated at all times in accordance with the CED.

