



JLT Mobile Computers AB

JLT:Care™ – Service Agreements

With a JLT:Care Service Agreement you are guaranteed an uptime of your JLT computers at a predictable cost. The agreement covers all failures that affect the functioning of your computer. In addition, if the pick-up and drop-off service is selected with the contract, all shipping costs to and from our service center are included.

With the JLT:Care Service Agreement, JLT guarantees a repair time of your computer in three days or less, "no questions asked."

The JLT:Care Service Agreement can be included in the contract when you purchase new computers, or added later for an existing base of computers. The JLT:Care Service Agreement includes hardware, and re-installation of software, that was installed by JLT in production.

The JLT:Care Service Agreements provides:

- Maximum uptime – 3-day turn-around time plus time for shipping
- Security – no questions asked
- Easy handling – optional worldwide pick-up and drop-off service
- Easy administration – 24/7 RMA registration, failure notification and tracking
- Predictable Total-Cost-of-Ownership – fixed cost

Choose among the following JLT:Care Service Agreements when purchasing new computers:

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| • SA001 Service Agreement 3 year Basic | • SA002 Service Agreement 5 year Basic |
| • SA011 Service Agreement 3 year Pick-up/Drop-off Europe | • SA012 Service Agreement 5 year Pick-up/Drop-off Europe |
| • SA021 Service Agreement 3 year Worldwide Pick-up/Drop-off | • SA022 Service Agreement 5 year Worldwide Pick-up/Drop-off |

JLT:Care Service Agreements for an existing base of computers (5 or more) will be quoted individually.

Please contact JLT Mobile Computers AB for more information on the JLT:Care Service Agreement. Please visit www.jltmobile.com

JLT Mobile Computers AB

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Because it Works!™