

The MOM Advantage:

*See "Glossary of Terms" on the next page for more complete details on our guarantee.

60-Day Money Back Guarantee

On any workgroup system acquired from MOM. *

Absolute Satisfaction

On any workgroup system or we'll replace it with an identical or similar model. *

Guaranteed Performance

98% uptime. *

Certified On-Site Service

Always available during business hours. *

Free Loaner

If your office equipment will be out of service more than 12 working hours. *

Contract Flexibility

Upgrade at any time without pre-payment penalty. *

Toll-Free Helpline

Providing help when you need it. *

Website Assistance

Available for your convenience. *

Award-Winning Service is the MOM Difference - Serving over 14,000 Clients since 1957



go green.

TOTAL **GREEN** DOCUMENT SOLUTIONS

The MOM Advantage Glossary of Terms

60-Day Money Back Guarantee

Modern Office Methods Inc. (MOM) grants a 60-Day Money Back Guarantee from the date of delivery on any workgroup system acquired from MOM. (Non embedded software solutions are not included) This gives you the opportunity to evaluate not only MOM's products, but also our service and support. If you use our product for 60 days or less and it does not operate as represented by MOM and the manufacturer, notify our Client Loyalty Manager, c/o Modern Office Methods, 4747 Lake Forest Dr., Cincinnati, OH 45242, in writing. If we are unable to get the equipment to perform as represented within 60 days, return the product to MOM and we will give you a full refund, less any shipping, installation, and connectivity charges. Three (3) cents per black and white image and twenty (20) cents per full color image will be charged for each copy/image made.

Absolute Satisfaction

When you acquire any workgroup system from MOM, you must be absolutely satisfied with its performance or MOM will replace it with an identical or similar machine at your written request. This guarantee is good for the term of your MOM finance agreement or for 36 months on a cash purchase, as long as the equipment has been continuously covered by our Guaranteed Maintenance Agreement (GMA) and has used MOM approved supplies for the term of ownership. This guarantee is not applicable to equipment that has been damaged, neglected, or abused by usage beyond the manufacturer's recommended performance rating.

Guaranteed Performance

Provided any hardware product purchased from MOM is covered by our Guaranteed Maintenance Agreement and uses MOM approved supplies, MOM guarantees continuous performance during 98% of the work time per year if the equipment is located within 35 miles of the service department, or 95% if the equipment is located more than 35 miles from our office (based on a 40-hour week). If MOM fails to maintain uptime during a 12-month period, you will receive a free base maintenance contract for the next 3 months, excluding meter overages, if applicable. MOM evaluates each and every service call, if you have 3 service calls in 30 days it will generate a report to the service manager and you will be contacted with an action plan to fix the problem.

Certified On-Site Service

MOM guarantees the availability of manufacturer-certified service personnel during regular working hours to repair and maintain your equipment in all locations within MOM's area of service responsibility. Our team of Field Service Engineers and Microsoft Certified Service Engineers will call your office within two hours of receiving your service request. Our goal is to solve your issue in the most efficient manner. If the problem is simple, we can solve it over the phone. If the problem requires on-site service, we will give you our approximate arrival time. We feel that communication between our clients and our service team is critical to your continued satisfaction with our performance.

Free Loaner

If your product (installed within 35 miles of an authorized MOM service facility) is out of service for more than 12 normal working hours and is covered by a MOM Guaranteed Maintenance Agreement, MOM will provide a free loaner. This offer for a free loaner is available for 36 months or term of contract from the date of original installation. The model provided as the loaner machine will be determined by MOM.

Contract Flexibility

Any system acquired through a MOM Finance, Cost Per Copy, or Copy Management Program includes protection from pre-payment penalties in the event the system is upgraded or replaced with a new MOM system. Protection applies to MOM Finance or Cost per Copy/Copy Management clients only.

Toll-Free Helpline

Any questions or problems concerning your equipment that occur during normal working hours (8:00 a.m. to 5:00 p.m. Monday - Friday, except holidays) should be directed to MOM's service department at 1-800-345-3888. An after-hours, toll-free helpline for your Lanier equipment is available at 1-800-333-2679 to assist you by providing emergency operating instructions for most difficulties as well as advice for making minor adjustments. The helpline is available between 5:00 p.m. and 8:00 a.m. Eastern Standard Time, Monday - Friday, and 24 hours on holidays and weekends.

Website Assistance

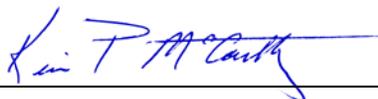
For assistance with service and driver downloads, MOM, Lanier, Canon, and Samsung have internet sites for your convenience.

www.momnet.com

www.lanier.com

www.canon.com

www.samsung.com/us/business



Kevin P. McCarthy, President & CEO

Client Signature

Date



go green.

TOTAL GREEN DOCUMENT SOLUTIONS