

OUR COMMITMENT

Katun's Arivia multifunction printers deliver imaging technology that simplifies the way you do business, backed by a performance guarantee that will support you every step of the way. We believe in making your experience simple and seamless, so you can focus on what you do best. Trust us to be your partner in success, with innovation, quality, and customer-focus at the center of everything we do.

That's the Katun Commitment.



COMMITTED TO DELIVERING ON OUR PROMISE

EXCEPTIONAL PERFORMANCE GUARANTEED

It's more than a specification sheet, it's a promise. With the Katun Commitment, if your Arivia multifunction printer is within the three year warranty period and is not consistently meeting published specifications, we'll replace it with a like or better product, at no additional cost to you. No hoops, no hassles, it's our promise to do what's right by your business.

- We guarantee that your Arivia MFP will meet our factory specification and be compatible with your network, or we will replace it.
- Arivia MFPs are rigorously tested to ensure they meet the highest standard of quality and performance, which is why we stand behind them with confidence.



COMMITTED TO ENSURING YOUR BUSINESS IS NEVER INTERRUPTED

RELIABLE SUPPORT WHEN YOU NEED IT MOST

If your Arivia multifunction printer is out of service for more than two consecutive business days after notifying your Authorized Servicing Dealer, a complimentary loaner device will be provided at no additional charge. In addition, we'll provide you with up to a \$1,000 credit towards your next Arivia hardware purchase. It's our way of ensuring your business stays on track and uninterrupted.

COMMITTED TO ALWAYS BEING THERE

SWIFT RESPONSE WHEN YOU NEED IT

In the unlikely event your Arivia multifunction printer experiences a technical problem, we guarantee a fast, transparent, and complete resolution. Our certified technical response teams, together with our local service managers, will quickly diagnose and resolve issues and, if necessary, are empowered to authorize an immediate device replacement.

Experience peace of mind and focus on what matters most—your business.

Our authorized dealer network will proactively monitor your MFP and perform preventative maintenance to identify and address potential issues before they become a problem.

COMMITTED TO MAKING YOU A CUSTOMER FOR LIFE

MEETING YOUR NEEDS NOW AND IN THE FUTURE

By addressing your business challenges and consistently delivering on our promises, we are confident that we will earn your trust and become your multifunction printer brand of choice. When the time comes to upgrade your Arivia multifunction printer, we're aligned with your Authorized Dealer to ensure a seamless process to keep your business connected to the latest technology.

- With Katun, you have a lifelong partner you can trust.
- We're constantly innovating to ensure that when your business is ready to upgrade, you can trust our MFPs to be equipped with the latest technology.

TERMS & CONDITIONS

This program applies only to new Katun Arivia multifunction printers and/or accessories acquired by customers from an Authorized Katun Dealer on or after October 1, 2024, on condition that the equipment: a) was continuously maintained under a full-service maintenance agreement provided by an Authorized Katun Dealer; and b) only genuine Katun parts and consumable supplies are used in the maintenance and operation of the equipment.

This program is non-transferable. Equipment damaged or destroyed because of customer's negligence, misuse or abuse, improper electrical power or an act of God are not covered under this program. If an Authorized Katun Servicing Dealer is not available to fulfill the terms of this program, Katun will resolve any program issues within a reasonable period of time. No modification or extension of this program is effective unless it is in writing and signed by an authorized Katun executive.

If your Katun Arivia multifunction printers and/ or accessories do not operate within Katun's product specifications during the term of the standard three-year warranty period, and if the equipment cannot be repaired to perform within product specifications by Katun and our Authorized Servicing Dealer, Katun will work directly with an Authorized Katun Dealer to facilitate the replacement of the device.

If a loaner device is placed at the customer location due to an inability to repair the Arivia multifunction printer within the two business days, a future credit of up to \$1000.00 will be due to the customer. Amount of credit will vary by model. Credit can be applied towards the purchase of a new Arivia multifunction printer from an Authorized Katun Dealer. Dealer will apply credit on customer invoice.



Scan or visit
arivia.katun.com
to learn more about
the Arivia line of A3
multifunction printers.