

# BOXX Premium Support Services

BOXX Technologies, Inc. is pleased to offer our Premium Support Services for your recently purchased APEXX workstation hardware. Our Premium Support level provides you with one year of 24x7 telephone support and Next Business Day Onsite Service at no additional charge. Years 2 and 3 of your warranty are the same as our Standard Hardware Warranty with details found in your manual. Premium Support Services for years 2 and 3 are available and can only be purchased at the time of the system purchase.

Please distribute this document within your organization to those who need and require support services information for your computer hardware.

## Contact BOXX Technologies Support

<b>Address:</b>	BOXX Technologies, Inc. 4616 Howard Ln Suite #105 Austin, TX 78728 USA
<b>Phone and Online:</b>	Phone: 512-835-0400 (press 4) E-mail: <a href="mailto:support@boxx.com">support@boxx.com</a> Website: <a href="http://www.boxx.com">www.boxx.com</a>

## Computer Hardware Warranty Services

Before calling the BOXX Technologies Help Desk Support Line listed above, **please have the serial number from the failed computer available for our representative.** We use this number to verify the terms of coverage, as well as to determine the component parts within your computer. Your warranty purchase requires that you allow our Help Desk to perform a minimum amount of troubleshooting/ diagnostics to determine the appropriate actions required to resolve the failure, and to identify which spare parts may be required. At times, a field service technician will be dispatched to perform onsite repairs.

For any questions on the service or warranty or for support with your BOXX system, please contact us by calling toll free: **1-877-877 BOXX (2699) (press 4)** or e-mailing us at [support@boxx.com](mailto:support@boxx.com).

## Service Issues

Contact BOXX Technologies to open a service ticket.

**Telephone:** 512-835-0400 (press 4)

**E-mail:** [support@boxx.com](mailto:support@boxx.com)

**Internet:** [www.boxx.com](http://www.boxx.com)

*Note: To ensure immediate response for 24x7 service requests, call BOXX Technologies at 512-835-0400 (press 4). Support requests sent via e-mail or submitted online may only be monitored during normal business hours (7am-6pm CST Mon-Fri). The BOXX Technologies Help Desk is staffed live 24/7. If all representatives are busy, you will be prompted to leave a message under "support." One of our technical service representatives will telephone you back within one hour of your call (excluding holidays) to record your issue and begin diagnosis.*

For all warranty service calls, please be prepared to provide the following:

- › Site name
- › Site address and telephone number
- › Site contact name
- › Serial number(s) of the affected equipment
- › A brief description of the problem

*It is very important that you have the system serial number so our Help Desk can immediately look up your information in our database for quicker and more effective diagnosis of your problem. On-site visits cannot be scheduled without the serial number of the impacted system.*

- › A service ticket will be logged into our service ticket system and if a voice message is left, a technical service representative will call the site contact within one hour.
- › Our technical service representative will coordinate the dispatch of a field service technician as appropriate for your Service Plan.
- › Your warranty service requires that the technician is provided contact information and can access the faulty hardware.
- › Your designated contact will be regularly informed of the progress of open service tickets.
- › The BOXX Technologies Help Desk is available 24x7 for assistance in diagnosis of problems with systems that have Premium Support Services and covers hardware troubleshooting and break/ fix resolution.
- › Higher level services, such as assistance with data backup/recovery, RAID configuration, LVM setup or administration, or OS installation are only available 7am-6pm CST, Mon-Fri.

## **Services: 24/7 Help Desk with Next Business Day (NBD) Response**

- › Technical help desk support is available 24 hours a day and 7 days a week.
- › If all representatives are busy, you will be prompted to leave a message under "support." The call will be returned within one hour (typically 15 minutes).
- › On-site hours of coverage of 8:00am to 5:00 pm customer's site's local time, Monday through Friday – with NBD Response.
- › Due to parts logistics capabilities, the diagnosis must be complete (parts needed identified) by 3pm CST for NBD on-site to take place. If the diagnosis is not complete by 3pm CST, next business day becomes the following business day.
- › Spare/replacement parts must have arrived on-site before BOXX Technologies will dispatch the already scheduled and prepared technician.
- › BOXX Technologies will arrive at the end-user location as soon as possible and no later than the next business day if the call is received by 3pm CST. Alternatively, the service visit can be scheduled for a more convenient, later time.

## Warranty Coverage and Limitations

The BOXX Technologies Warranty Service Plan purchased with your system determines the services provided and the period of warranty coverage. The Warranty Service Plan provides for the replacement of Server/Workstation components that fail due to manufacturing defects in materials and workmanship. Excluded from warranty coverage are damages due to any of the following: acts of nature, such as electrical storms, floods, fire, etc., acts of war and terrorism, criminal acts, and customer damage and negligence.

Upon receipt of a service request from you, a BOXX Technologies Help Desk representative will contact you promptly to begin diagnosis and arrange a time for the delivery of service. After diagnosis has been performed, the help desk will coordinate the dispatch of service parts and field technicians to your site within the terms of your Warranty Service Plan.

Under the terms of the Service Plan, you are responsible for providing our field service technician with access to your server/workstation in a safe environment. If spare parts have been shipped to you, shipping labels will have been included for the return of unused and defective parts after service is complete. You agree to properly package parts for return and deliver the package(s) to the selected courier for return to the appropriate address on the return shipping label.

Please contact BOXX Technologies at 512-835-0400 (press 4) immediately for assistance with parts return issues.

You are responsible for the replacement price of parts that are not returned and for those damaged in transit due to improper packaging. If parts return shipments are not received within 10 business days of the completion of the repair to your Server/Workstation, you will be invoiced for the parts replacement price and an administration fee of 10% of the parts replacement price and no less than \$25. The parts delivered to your site at the initiation of service become your property after the returned parts are received, unencumbered by any lien, at BOXX Technologies.

If you have any questions about your BOXX Technologies Warranty Service Plan, please contact us at 512-835-0400 (press 4).