



**Zebra Parts
Agreement
Contract Options**

Zebra Parts Agreements are available on all new Zebra stationary printer sales. Options include:

- Comprehensive**
Includes printheads
- Non-Comprehensive**
Does not include printheads.

Contract length
3-year or 5-year

Renewal Terms
1-year or 2-year

Zebra Parts Agreements

As a Zebra Printer Repair Specialist, you're qualified to repair the Zebra stationary printers you sell onsite at your customer locations, providing an additional revenue stream and an opportunity to interact with your customers to strengthen your relationship. When you choose to purchase a Zebra Parts Agreement and create your own Onsite Service offering, you'll not only substantially increase the margin you make on repairs, you'll also provide a new level of service, able to complete most repairs in as little as a day, in one trip.

With Zebra Parts Agreements, we'll ship the most commonly used parts for you to keep in stock. Zebra will also replenish repair parts as they are used during the term of the contract for the covered printers — all included in the program.

The result? A win-win for you and your customers. Margin and revenue on repairs is substantially increased. And you can provide your customers with faster service, at a lower cost.



Your customers count on their Zebra industrial printers to print labels that are crucial to everyday business — from manufacturers printing labels for parts to distributors and retailers printing shipping and pickup labels to hospitals and clinics printing labels for blood bags and test tubes. With a Zebra Parts Agreement, you can complete most repairs in one day, eliminating costly and frustrating printer downtime for your customers — while minimizing your costs to complete repairs.

Genuine Zebra parts are on-hand when you need them

When you sign your contract, we ship the parts so you'll always have them on hand when you need them — no more ordering parts, waiting to receive parts and a second trip to the customer's site to complete a repair.

Predictable parts costs

No more budget surprises or unpredictable repair margins — you'll pay one low predetermined cost for the parts you need throughout the term of your Parts Agreement to complete the repair of your customers' Zebra printers.

Replenish parts used — at no cost

As you repair printers entitled under the Parts Agreements, any parts required for those repairs will be replenished at no additional cost — for example, a power supply and cables.

Eliminate customs and freight charges

Since we ship the parts to you and cover all the related costs, there are no more unknown shipping, customs and import charges that erode your margins.

Get paid for repairs up front with your own service offering

Build your own onsite service offering that includes the cost of the Parts Agreement. Not only is the cost of the Parts Agreement fully covered, but you also are paid up front for future repairs. And since parts are on hand, you can offer different levels of service, such as same day and 2-day.

Fix it in one trip

Eliminate the high cost of multiple trips to a customer site to complete a repair when needed parts are not in your inventory.

Easy online claims for parts replenishment

It's easy to order replacement parts as you use your inventory — just order 24x7 through your existing online claims portal throughout your contract period.

Increase customer satisfaction with faster service

Since the parts you need to repair printers are always on hand, you can complete repairs faster — in as little as a day. No more repeat visits and long wait times, improving customer service and satisfaction.

Just 3 steps to complete repairs in 2 days... instead of 10 steps in over a month

Zebra Parts Agreements help you save time and complete customer repairs on the first visit.

NO Parts Agreements 10 STEPS / 1 MONTH+		STEPS TO REPAIR		WITH Parts Agreements 3 STEPS / 2 DAYS	
Day 1	1	Customer calls for service; process call		1	Day 1
Day 2	2	Travel to customer site, do not have right parts	Travel to customer site and complete repair	2	Day 2
	3	Drive back to the office	Drive back to the office	3	
	4	Order/pay for parts + import/custom/shipping fees	N/A (Paid for up front/no import/custom/shipping fees)	X	
Day 3	5	WAIT for parts to arrive	N/A (No waiting, parts are already in stock)	X	
Day 4 - 10	6	Parts arrive	N/A	X	
Day 11	7	Travel back to the customer location	N/A	X	
	8	Repair the printer	N/A	X	
Day 13	9	Invoice the customer (Net 30)	N/A (Customer paid up front)	X	
Day 43	10	Get paid/process payment	N/A (Payment received upfront with hardware)	X	

Without a Parts Agreement:

- Charge for repairs as the need occurs
- Pay for multiple trips to the customer site
- Long repair cycle for customers
- Revenue is realized after repair costs are incurred
- The repair cycle takes 10 steps, typically over 6 weeks

With a Parts Agreement:

- Sell printers with Parts Agreements bundled into your own service offering
- The size of your sale — and your revenue — is increased
- Repair revenue is realized up front, with the hardware
- Repair takes just 3 easy steps, typically in two days



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