

To all Unique Customers and Distributors:

Unique would like to thank you for being a Unique customer and assure you we value all of our customers. In order to better serve every customer and maintain the best service available to all of our customers, we have recently implemented a system to help manage all of your requests accurately and in a timely manner.

As you all know Unique Machine and Tool has grown substantially over the years, as we have grown we have been evolving to make sure that each customer gets fair and proper service. Our history and track record has increased in status every year, now we are hoping to take the Unique Service to a whole new level.

One of the most important items in good customer service is good communication between Unique and its customers, getting the right information quickly so that we can provide correct answers to customer questions and ship the right parts shipped out the same day as often as possible.

The best information we can have is the Model / Serial Number of the machine, and the current issue with that machine. We of course need to know who you are, (name, location, phone) so we get the information and parts to the right people. Now we can go to work resolving your issue.

When you call Unique you almost always talk to a live person, there are no automated systems and its our goal to avoid that as long as possible! However, it often happens that all our customer service reps are already on the phone with another customer, and you have to either hold, leave a voice mail or a message to call you back.

Our solution is for you to give us those 5 pieces of information we asked for above while you wait for our service rep to finish up with the customer they are currently helping.

There are many ways to get this information to us while you wait;

- 1 Tell us right over the phone
- 2 Fill out the information by downloading the form at our website under the "Support" section
- 3 Have us fax or E-mail you the form to fill out, and then fax or E-mail the information back to us.

Once we have this information we can immediately enter it, and in a few minutes have a ticket reference number for you. This number allows the person working on your issue to see any work that has been done by any member of the Unique Team, and additionally keeps a service history for each of your machines.

Your ticket will instantly be added to a list for all of our service reps to see at their computers, and they will immediately work on the next one as soon as they finish with the current customer. This method insures that your issue is tracked from start to finish and allows us to see how long it is taking to resolve your issue and make sure we are constantly improving our response times.

Unique is committed to providing the fastest service available to every customer in the order received. We ask for your assistance to expedite the process by giving us key information right away, as it is often possible for us to have the answer to your question ready when the technician assigned to your case returns your call.

From all of us at Unique Machine & Tool Company, Thank you for your business!

Unique Machine & Tool Customer Service Ticket

Unique would like to thank you for being a customer and assure you that Unique values all of its customers. In order to better serve every customer and maintain the best service available to all of our customers Unique would ask that you fill out this Service Ticket with as much detail as possible.

Note: Always contact your local dealer first, as they may be able to personally attend to your needs quickly.

CUSTOMER SERVICE TICKET

DATE (MO/DY/YR): (___ / ___ / ___) - **TIME SUBMITTED: (AM / PM)** _____

() **Customer** / () **Dealer** / () **SVC Co.** - **COMPANY NAME:** _____
Please choose one of the above and fill in your company name

SERIAL NUMBER: _____ - **MACHINE MODEL NUMBER:** _____
Unique must have this information to begin servicing your ticket

MACHINE OWNER COMPANY NAME: _____

OWNER CITY/STATE/ZIP: _____ - **CONFIRMATION FAX:** () _____ - _____

CONTACT NAME: _____ - **CONTACT PHONE:** () _____ - _____
Please write the name of the person to contact at your company and the best phone number to call

E-MAIL: _____
Unique CAN OFTEN RESPOND TO YOUR TICKET AFTER HOURS, we send pictures and documents vial E-mail

DEALER NAME: _____ - **DEALER CONTACT:** _____
Please write the name of the Dealer & Person to contact at your Local Dealer

AREA of the Issue: _____
Write in:
Operational, Software, Computer, Mechanical, Electrical, Motion Controls, Maintenance, Parts, Tooling, Other

DESCRIPTION OF THE ISSUE:

Please BE AS DESCRIPTIVE AS POSSIBLE, you may even choose to send us pictures and more by E-mail
service@uniquemachine.com

Unique is committed to providing the fastest service available to every customer in the order these tickets are received. We ask for your assistance to expedite the process by giving us key information right away, as it is often possible for us to have the answer to your question ready when the technician assigned to you case returns your call. Thank you for your assistance and your patience!

Unique would like to thank you for being a customer and assure you that Unique values all of its customers. In order to better serve every customer and maintain the best service available to all of our customers Unique would ask that you follow the procedures we have set below.

Unique is committed to providing the fastest service available to every customer in the order received*. We ask for your assistance to expedite the process by giving us key information right away, as it is often possible for us to have the answer to your question ready when the technician assigned to you case returns your call.

Sec 16

Unique Customer Service Procedures

Sec 16.1

Information is necessary to start a Service Ticket (Unique cannot help you without this first step being completed)

- 1) A Customer may go Online, Fax in the form, or Hold for the next available person to assist you in filling out a Service Ticket with the essential details we need to help expedite resolving the issue.

Sec 16.2

Service Ticket Requirements (essential details)

- 1) Serial Number, Model Number (should be on S/N plate) - very key pieces of information
- 2) THE OWNERS Contact Name, Company Name, Phone #, E-mail
- 3) Dealer Name the machine was purchased from, Has the dealer been contacted? (who & when)
- 4) DEALER Contact info : Dealer name, Rep name, Phone or e-mail
- 5) Area of the Issue (Operation, Mechanical, Electrical, Tooling, Parts, Computer, Software, Other)
- 6) A very specific Description of what the issue is, be as detailed as possible.
 - a. When does it happen, how often, & send Pictures, Sketches, or anything that could help diagnosis.

Sec 16.3

Service Ticket Management

- 1) After the ticket is received, the Service Dept. will attend to All tickets it in the order received.
- 2) Tickets with Unique Part Numbers and Specific Requests can usually be handled the same day, However, depending on the nature of the issue the Ticket can take considerably more time to resolve.
- 3) If you know the Part numbers you want, Please NOTE UPS / Fed-Ex Shipping method (Blue, Red, Etc..) Now we can have the quote ready with all the correct \$ amounts when confirming your order.

Sec 16.4

Service Ticket Billing

- 1) All Tickets are tracked for the entire duration the service dept spends with each customer.
- 2) Unique gives 5 FREE hours (\$300 Value) of over the phone trouble-shooting and consulting services with each New machine purchased.
- 3) All Tickets where the customer provides the complete information and the part numbers required will not be billed for the ticket time to process the Parts Order.

***Please note that the customer or the dealer can always tell us that this is an Urgent matter and the machine is down, we will note that and highlight your ticket to move it higher on the priority list. However, if all of our reps are on the phone, you will have to wait on hold for one to come available. Also, if ALL of our calls are Urgent, then we still must take care of the Urgent calls in the order they were received, and do our best to get everyone's parts shipped out that same day.**

Unique would like to thank you for being a customer and assure you that Unique values all of its customers. In order to better serve every customer and maintain the best service available to all of our customers Unique would ask that you follow the policies we have set below.

Unique is committed to providing the fastest service available to every customer in the order received. We ask for your assistance to expedite the process by giving us key information right away, as it is often possible for us to have the answer to your question ready when the technician assigned to you case returns your call.

Sec 17

Unique Customer Service Policy Overview

(for more detailed information please contact your distributor)

Sec 17.1

Unique Service Policy

- 1) Our standard warranty states that Unique Machine & Tool Co. will warranty parts only and will not cover labor within the warranty period.
- 2) In the event a customer should request a Service trip from the Factory as opposed to the local dealers service department, the following will apply: (Note the average 2 day trip avg is \$3,500 USD)
 - a. A travel rate of \$50 per hour is charged from PHX to your Location and during the return as well
 - b. A Daily rate of \$1,000 per day is charged while at the customers location
 - c. A Daily charge of \$35 for each representative traveling per day.
 - d. All Hotel, Flight and Rental Car charges will be quoted prior to confirmation of the trip.

Sec 17.2

Unique RMA Policy

- 1) All goods being returned for credit must be received within 15 days.
or your account charges will not be credited and the parts will not be accepted for return.
- 2) Unique will supply an **RMA Return Label for the box** that it is to be returned in (please note its best to use the same box we send the original parts in)
Remove this label and put it on the outside of the box in which you are shipping your returns,
Any item returned without this label on the **OUTSIDE** of the box **WILL BE REFUSED! NO EXCEPTIONS!**
- 3) Shipments via unregistered Postal Service are at your risk!
Ship via UPS, FedEx, or DHL etc..., and RECORD the TRACKING #
- 4) Ship all returns to:
Unique Machine & Tool Co., 4232 E. Magnolia St.
Phoenix, AZ 85034

Sec 17.3

Return of Goods or Machinery

- 1) All sales are subject to a *25% restocking fee (*if approved for return)
- 2) Any return must be authorized and be accompanied by an RMA#
Any returns sent to Unique without proper paperwork will be refused.

--- PLEASE NOTE ---

Any item that involves electronic components cannot be returned to us once opened except in cases of manufacturing defects. Products will be evaluated upon return to us (or to the manufacturer) to confirm defective prior to completing disposition of the RMA.

-- Core Charge --

Some items have an associated core charge. To encourage the return of the original part, the manufacturer issues a core charge that is included in the selling price. If all the core return criteria are met, the core charge will be credited back to the customer. You must request a (RMA) Return Merchandise Authorization number first to return a core. Once you have submitted your RMA request, we will email you upon approval with return instructions included. All cores must have been purchased from Unique Machine & Tool within the last 60 days and must be returned within 15 days of receiving RMA.