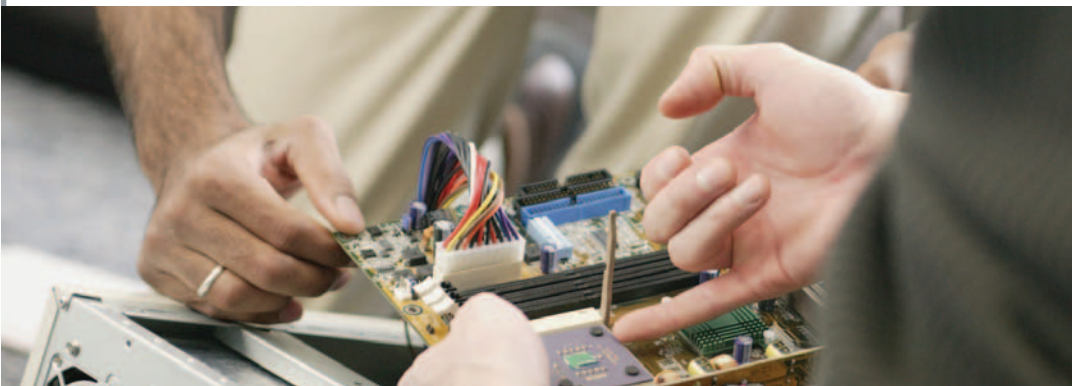


LIMITED DOWNTIME – LIMITLESS SERVICE

Xpress Replacement Service

Here's how it works: The customer contacts TransAct Tech Support when their TransAct-covered printer needs repair. If Tech Support can not assist the customer, a replacement printer is shipped overnight to the customer. The customer installs the replacement unit and then sends back the defective unit using the prepaid shipping label provided. All shipping and administrative costs are covered under the Xpress program by TransAct. Once TransAct receives the defective unit, the transaction is ended. Printer replacement shipments are Monday through Friday, next business day.

- Payment can be per incident or contract
- Spare pool will be maintained by TransAct's two depot locations: Las Vegas, NV and Wallingford, CT
- Each replacement printer will arrive overnight with installation instructions, return instructions, and prepaid return shipping labels
- Printer serial numbers will be tracked with shipment to ensure visibility of assets



For more information about TransAct Xpress Replacement service, call 800-243-8941 or visit www.transact-tech.com

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