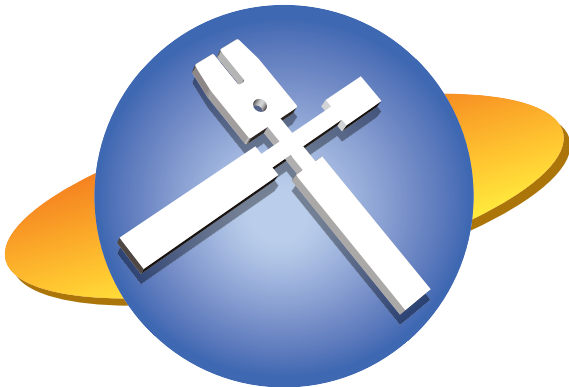


On-Site Warranty Program



- Fast, Effective, Proven Technical Excellence
- 24 Hour On-Site Response Time*
- 24 x 7 Toll Free Customer Help Desk Support
- National Coverage Including Alaska & Hawaii
- Available on All Think Brand & Think Built "Whitebox" Systems

ThinkCP™ On-Site National Warranty Program

As part of Think's systems support program, resellers can now provide their customers complete on-site support services for all "Think" brand and Think built whitebox systems. Now, even independent resellers can offer the premium on-site support as provided by many major brand systems manufacturers.

Even though all Think Computers are built using quality components and testing procedures, the Think On-Site Support Program gives your customer the additional assurance and convenience of professional on-site service. During the term of the support contract, customers will have access to our dedicated toll free 24x7 technical support helpdesk, staffed by professional, customer service technicians. Pre-installed help desk software allows the technical support team to remotely trouble shoot technical issues, giving them a virtual "hands-on" look at your customer's computer hardware.

If required, an on-site systems technician will be dispatched to the customer site within 24 hours to replace defective components.* Our customer service warranty specialists will follow-up with each end-user to monitor customer service and ensure that each problem is resolved to the customer's complete satisfaction.

*Note: Replacement parts for all standard Think Computer Systems are stocked on a regular basis and will be shipped via overnight to the customer site upon notification of defect. Customized vertical and proprietary whitebox systems requiring custom components may take longer to reach customer site. In all cases, replacement parts will be expedited. Replacement parts will be shipped to the installation address as listed in the customers Service Plan Activation Form.

Features & Benefits

Compete with major brand OEMs by providing the same level of quality on-site service.

Extend your company's resources by adding Think's National On-Site Support program to your front-line technical support.

Pre-installed help desk software facilitates remote trouble shooting by customer support technicians.

Enables resellers to offer national on-site warranties on in-house brands built under the Think BTO Program.

**Please call (800) 726-2477
or visit us at www.thinkcp.com**

**Ask a Think Sales Representative about additional options
available for this Program.**



ISO 9002
FM 54580

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