

AXEM

Trust



AXEM Trust

Secure all your mobile readers

AXEM Technology is committed to providing quality service for a unique product experience. Our prime objective is to make life easier for our customers. Thus, we have developed a AXEM Trust extension warranty program for our mobile readers.



The guarantee for more services, more efficiency and more serenity

The guarantee for all-risk protection and maximum benefits

- Manufacturer's warranty 2 years from purchase in case of non-compliance (hidden defects), repair or exchange of the product.

- 2-years manufacturer's warranty + 1-year extended warranty. In case of breakdown, your product will be repaired or exchanged.
- Repair or exchange in **5 days**⁵ in case of breakage.
- **25%** discount on repairs.

- 2-years manufacturer's warranty + 1-year extended warranty. In case of failure, your product is instantly repaired or exchanged.
- Repair or exchange in **24h** in case of breakage^{7,8,9}.
- **100%** discount on repairs².
- Privileged services in the after-sales service area.

Interested? Please contact us:



01.41.94.11.85

From 10 devices

V5.3 | Non contractual document

AXEM Technology

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Choose your extension warranty

Benefit from additional protection for your devices by subscribing to an AXEM Trust extension warranty at the time of purchase :



Duration of warranty	2 years	3 years	3 years
Battery warranty	3 months	3 months	1 replacement included ¹
Full clients damage warranty			Included ^{2***}
Discount on repair costs	0%	25%	100% ²
Maximum leadtime for RMA creation	48h	Same day ³	Same day ³
Diagnostic fee if product out of warranty ⁴	50 €	✓	✓
Maximum leadtime for technical diagnosis feedback ⁵	5 days ⁵	3 days ⁵	1 day ⁵
Reset to customer specific configuration	According to price list	Included ⁶	Included ⁶
Maximum leadtime for repair	25 Days ⁵	5 days ^{5,10}	Standard exchange in 1 day ^{7,8,9}
Online creation of the RMA ticket by the customer (available in 2021)	✓	✓	✓
Online Customer web-based tracking Portal (available in 2021)	✓	✓	With additional options
Access to personalized tickets statistics (available in 2021)		Premium access	Gold access
Mobile application for monitoring and creating Tickets (available in 2021)			✓
Organization of a specific follow up meeting once a year in AXEM premises (on request)			✓
Hidden defect warranty	✓	✓	✓
Shipment costs after repair		Included FR/EU	Included FR/EU
Factory reset	✓	✓	✓
Access to the FAQ desk	✓	✓	✓

1: if battery capacity less than 70% of the nominal capacity.

2: Within the limit of one breakage per year and per device. Then 35% discount of labour and parts.

3: 9am - 5pm Paris timezone.

4: Clients' damages or misuse of products.

5: Leadtimes in working days, upon receipt of the material in our premises.

6: Customer needs to provide AXEM Technology with the necessary tools and training. AXEM Technology is not responsible for the proper functioning of the client software.

7: Within the limit of 5% return of the equipment fleet (over a rolling 30-day period).

8: Exchange with the same device & the same options (or more) and maximum 6 months older.

9: Upon receipt of the goods at AXEM Technology's factory, Créteil, France.

10: Within the limit of 5% of the equipment fleet under AXEM Trust Premium (over a rolling 30-day period).

*: Warranty only valid if the original manufacturer's tempered glass protection is present.

** : Minimum of 10 devices.

***: The company reserves the right to stop the warranty contract in the event of misuse or excessive breakage.

Our commitments

Advice



We support you in choosing the right products and warranty for your application. With AXEM Trust, you benefit from advice on the use, handling and usage of your products.

Sustainability



In accordance with our social responsibility policy, we have made the choice of sustainability: we develop and offer our customers sturdy and durable products. Through its AXEM Trust warranties, AXEM Technology is committed to repairing its devices to extend their lifespan.

Recycling



We are committed to financing the collection and recycling of electrical and electronic equipment placed on the market in compliance with the WEEE directive.



To know more about our CSR commitments, please visit our website :

www.axemtec.com