

## Medallion® Service Contract Plan Descriptions

Intermec offers a variety of Medallion® Service Contract Plan Types. Equipment under repair receives remedial maintenance, including surface cleaning, at no extra charge. Eligible equipment—designated by the letter “C” in the related Plan Type—receives Medallion® Complete comprehensive coverage against defects, failures, workplace wear and damage at no extra charge.

### Onsite Service Plans

Service Brand	Plan Type	Service Type	Service Level	Eligibility Requirements	Term
Platinum	PLT1	Onsite Repair	Next business day	Equipment must be in working condition prior to placing on an agreement; Site ≤ 150 miles/242km of authorized field office.	1 year
Platinum	PLTD1	Onsite Repair	Next business day	Service purchased ≤ 30 days of purchase of covered Equipment; site ≤ 150miles/242km of authorized field service office.	1 year
Platinum	PLTD3	Onsite Repair	Next business day	Service purchased ≤ 30 days of purchase of covered Equipment; site ≤ 150miles/242km of authorized field service office; value based, locked in long-term pricing.	3 years
Gold	GLD1	Onsite Repair	2nd business day	Equipment must be in working condition prior to placing on an agreement.	1 year
Gold	GLDD1	Onsite Repair	2nd business day	Service purchased ≤ 30 days of purchase of covered Equipment.	1 year
Gold	GLDD3	Onsite Repair	2nd business day	Service purchased ≤ 30 days of purchase of covered Equipment; value based, locked in long-term pricing.	3 years

## Depot Service Plans

Service Brands	Plan Types	Service Type	Service Level	Eligibility Requirements	Term
Silver	SLV1	Depot Repair	Two business days	Equipment must be in working condition prior to placing on an agreement.	1 year
Silver	SLVD1	Depot Repair	Two business days	Service purchased ≤ 30 days of purchase of covered Equipment.	1 year
Silver Medallion® Complete	SLVDC3	Depot Repair	Two business days	Service purchased ≤ 30 days of purchase of covered Equipment; comprehensive coverage with no charge repair of any physical damage.	3 years
Bronze	BRZ1	Depot Repair	Five business days	Equipment must be in working condition prior to placing on an agreement.	1 year
Bronze	BRZD1	Depot Repair	Five business days	Service purchased ≤ 30 days of purchase of covered Equipment.	1 year
Bronze Medallion® Complete	BRZDC3	Depot Repair	Five business days	Service purchased ≤ 30 days of purchase of covered Equipment; comprehensive coverage with no charge repair of any physical damage.	3 years

Onsite Service plans provide for on-call repair or whole-unit replacement (at Intermec's option) at the Customer's qualifying facility. An Onsite Service response requirement will be fulfilled before the end of the targeted time period (e.g., "next business day", or "second business day") as long as the Customer request is received before 3 PM local time on the business day previous to the opening of the desired target window.

Depot Repair Service is performed at a designated Repair Center. Customer pays for shipping Equipment to Intermec, and must provide original or suitable equivalent packaging. Following any necessary repairs, the Repair Center will ship the Equipment to Customer's designated facility, prepaid. Turnaround time is computed from the beginning of the next business day after Equipment has been logged in at an Intermec-designated Repair Center, and the time it is dispatched back to Customer.

Medallion® Complete is Intermec's comprehensive coverage against defects, failures, and workplace wear and damage at no extra charge. Eligibility applies to depot repair of "Active" Equipment (i.e., listed in the current Price Guide). Medallion® Complete requires a 3-year prepaid commitment.

Some plans are not available in all regions. For availability and specific offer information within your country, please contact your local authorized Intermec sales or service representative. All Medallion® and Medallion® Complete Service Brands are all registered marks of Intermec.