



1-800-456-8000 x 76758
Peripherals-licensing@ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.lexmark.com

Vendor Program Overview

Lexmark is committed to delivering fast problem resolution and personalized support to get your printers back on the job as quickly as possible. We offer a variety of customizable service plans to help meet your business's unique needs. From basic service coverage to comprehensive support, Lexmark offers a range of plans to meet the specific demands of your output environment and reduce costly printer downtime. Extended warranties and warranty upgrades that provide additional years of coverage to your standard Lexmark warranty are available to help decrease your business downtime and protect your investment.

Warranty Options

1. Exchange Service allows the customer to receive a refurbished product in return for a product that has been deemed faulty by a Lexmark technical support representative. If the Customer chooses to use Exchange Service, an exchange product will be shipped by Lexmark to the Customer. At Lexmark's option, the Customer may be asked to return the faulty product to Lexmark. The Lexmark technical support representative will provide information on how to package and return the faulty product to Lexmark. Exchange Service is not available for products that have been defaced, altered, or damaged beyond repair.
2. Onsite Service is provided at the Customer's business or home location during the contracted Principal Period of Maintenance (PPM). Next-business-day service will generally be provided within the contracted Onsite Service response time, if the call is dispatched by 5:00 p.m. customer local time, provided the service location is within a 50 mile radius of a Lexmark Authorized Service Provider (LASP). For each of the following conditions, add one (1) business day to the contracted Onsite Service response time: 1) Service locations beyond 50 miles from LASP; 2) Service in Hawaii and Alaska.

Authorization Requirements

There are no authorization requirements for Lexmark Warranties.

Ordering Requirements

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
7. Model number and serial number

Out of Warranty

If the printer's current warranty has expired past the grace period and the reseller is placing a renewal order, Lexmark requires a copy of the printer's menu settings. In addition, the new warranty will either carry a 25% fee to bring the printer back into warranty or the warranty will be back-dated to the day that the original warranty expired.

Vendor Returns Overview

Lexmark has a no returns policy. We can submit a request for a return but cannot guarantee Lexmark will return the order.

To request a return, please contact us with the following information:

- Your Ingram account number

- Your PO #

- Ingram Order number

- SKU of product to be returned

- Quantity (please note—the entire quantity must be requested for return-no partials)

- Reason for Return

- And will there be a replacement order.

Please contact our licensing desk with any questions. Thank you!