

WALZ

Label and Mailing Systems

Celebrating over 55 years of service

58

1966-2024

WALZ SERVICE COMMITMENT

BASIC SERVICE - WHAT'S INCLUDED

- OEM Factory Trained Technicians
- Free Comprehensive Phone Support
- Work Order Notification Emails
- Four Hour Average Response Time
- Guaranteed Onsite Visit in 24 Hours

SERVICE CONTRACT - WHAT'S INCLUDED

- Labor
- Parts
- Travel Time
- Mileage
- Free Loaners

WHY CHOOSE WALZ?

- 1) All of our technicians are factory trained which means competent expedited repair for your equipment.
- 2) We only use OEM parts to maintain the integrity and quality of your machines. Technicians inventory common replacement parts so repairs can be completed for maximum uptime.
- 3) If repairs are not immediately possible Walz will provide a free loaner when available to ensure operational efficiency.
- 4) We offer real time work order tracking with promise dates and arrival times so you can always be up to date with the status or your request.

THE BUSINESS AUTOMATION SPECIALISTS!



WALZ

OUR CUSTOMER SERVICE COMMITMENT

Our commitment to customer service is unlike anything that you have experienced before. Most of our competitors utilize 800 numbers with automated phone systems, or outsource their call center to facilities across the globe. At Walz, you will always be greeted with a live person located in one of our offices that is able to direct your call to the appropriate person immediately. Instead of cutting costs associated with customer service, we are investing in our most important product, you.

All of our products are backed by a total satisfaction guarantee. If you are not happy with the product or service, we will take it back and replace it immediately. All of our pricing is clear and transparent with no hidden fees and charges.

All of our field product specialists are factory-trained, have multiple years of field experience, and their work is guaranteed. All Walz customers receive a 4-hour on-site response time, and service is guaranteed in 24 hours.

cab
we identify more

MBM
CORPORATION

 **MARTIN YALE**
Industries

 **ZEBRA**

norwix
MARKING SYSTEMS

Duplo
from print to documents

FORMAX[®]

Honeywell



quadi^{ent}
Because Connections Matter

9 SERVICE LOCATIONS - VISIT WWW.WALZEQ.COM

Quincy (217)228-1462 Galesburg (309)342-9220 Champaign (217)355-3130 Belleville (618)235-2810 Springfield (217)726-0810 LaSalle Peru (815)224-1368 Bloomington (309)862-4813 Moline (309)736-1977 East Peoria (309)698-1500