



# *Motion Next Business Day*

Motion Product Services





# Next Business Day

At Motion, we understand your business is unique and performance of your Motion product is critical to the success of your organization - extended downtime is not an option. Motion's Next Business Day service is available as a convenient service plan for our customers to manage through these rare occasions.

Motion provides on-site repair of your Motion Tablet PCs where your business customers depend on their Motion tablet to perform their daily work activities or at designated sites that best fit your standard business practices. Motion's Next Business Day service is supported by a Motion trained service professional representative for faster integration and to minimize downtime in mobile production environments.

BENEFITS
Increases user productivity by repairing Motion Tablet PCs at the office or on-location
Helps to manage your IT resources more effectively
Reduces support burdens on your IT organization
Reduce potential data security issues with on-site repairs performed by Motion certified technicians

Motion's Next Business Day provides investment protection for Motion Tablet PCs exposed to high-risk usage environments, such as mobile workforce and field services, construction, retail, restaurants, medical & clinical environments, and military settings. Motion's Next Business Day service is easy to use - simply contact Motion Support directly to add coverage and gain access to a wealth of support resources from Motion Computing. Our service is available in two flexible options based on the needs of your business — and your usage environments.

### How the Motion Next Business Day Works

You'll have priority access to toll-free tech support, with troubleshooting and diagnostics to identify the problem and quickly make any needed repairs. Service is available Monday through Friday, 8 a.m. to 5 p.m. local time, excluding Motion holidays. A Motion-authorized representative will arrive at your business by 1 p.m. local time on the day after your call is received. If your call is received after 3 p.m., service will be provided the second day.

***“Productivity loss is responsible for as much as 52 percent of a device’s total cost of ownership.”***  
VDC Research Group

*Program coverage is limited to a single serial number. Program allows for one major failure per unit per year of coverage of the LCD, main system board. If a unit has received the maximum coverage benefit for a single year than repair of that unit would be quoted to the customer. **Motion Next Business Day must be purchased within 30 days of the original equipment purchase**, the program is not transferable to another serial number. Plan covers new product purchases only.*

**This plan will not cover damages incurred, directly or indirectly, by:**

- any loss, repair or replacement necessitated by acts of God
- misuse, abuse or damage caused by non-authorized repair personnel
- preexisting conditions for any covered component or defect that is subject to neglect, abuse or damage prior to the issuance of the coverage
- cosmetic damages to any products, components or consumable parts
- loss or damage to stored data, repairs related to installed software, computer viruses, restoration of software to your product or computer hardware that is added after the original purchase

*Available in the United States only*

**www.MotionComputing.com**

**1-866-682-2538**

