

Technical / Warranty Exchange

Critical Courier



echo's robust and proven Technical and Warranty Exchange service provides dynamic solutions that enhance your ongoing service offerings to meet your requirements.

The service provides the management and exchange of field based products whether it is a complete module or an integral part of the device. Our experienced Technical Couriers will replace and return the faulty or exchanged unit in the most cost effective and efficient way.

Our services range from a contractual warranty or support service, to an on-demand project or capacity planning. Quality is assured with our Service Level Agreements that are central to providing the highest level of service.

**Example Products**

PC parts	Laptops
Chip & Pin Readers	Printers
Screens	PDA's
Scanners	Keyboards & Mice
IP Phones	EPOS
Consumables	Broadband
Networking Devices	LCD & Plasma Screen
Backup Tapes Collections	Digital TV
Mobile Phones	

**Features**

- Onsite exchange and return
- Business and residential
- Full managed time slot deliveries – 2 hour time slots
- Sameday or Nextday
- Nationwide coverage
- Per event pricing

**Benefits**

- Dynamic field based workforce
- Cost effective
- Effective utilisation of your directly employed staff
- Trace and track utilising PDA technologies
- Security cleared personnel

**Contact Us**

**General Sales**

**0845 124 1734**

**Courier Collections**

**0845 120 7333**

**Main Switchboard**

**0845 124 1700**

**Head Office**

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