**WorldWide Services and Policies:** Where service comes first

WorldWide focuses on service – consider our technicians an extension of your staff. All our technicians are faculty trained (meaning they train on site at Sendai and NCC). We treat our people well so they treat you well with award winning HR Progarms.

For all Sendai products, we support the 24/7/365 day a week policy. This level of service can be added for additional cost to NCC products. We offer a 2 hour response time on all service calls.

We are able to offer a basic Sendai content management software and document management basic consulting (Initial installation design, data transfer, development of document capture solutions, new version conversions) – contact a rep to learn about pricing on software and consulting.

WorldWide supports trade in on all machines, discounted from original price at 25% per year – we offer salvage costs after 4 years. Check out our auction site for refurbished models.

We provide for returns for four weeks after purchase if issues cannot be resolved through service. There is a one year full parts and service warranty on all hardware.

Preferred Customers may purchase the **Sendai Plus Card** for Priority Service - guaranteed overnight shipping on out of stock parts, priority status, enhanced replacement machines, and assigned service technicians.