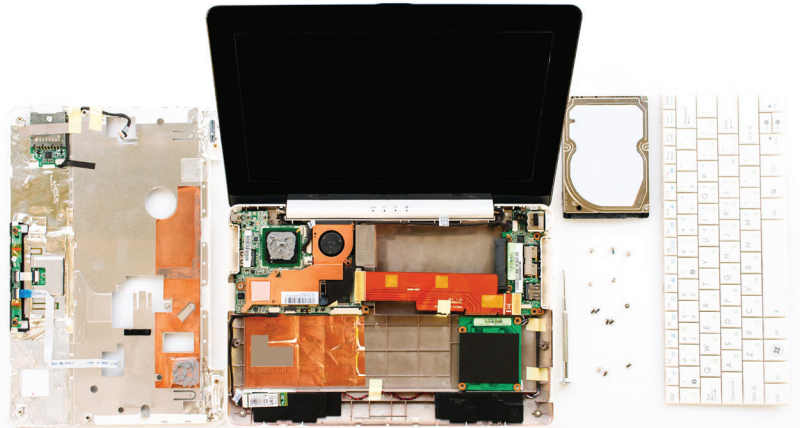




Our **streamlined solution**, supporting your **warranty needs**.

SHI's Advanced Exchange Program supports your OEMs' warranties and is designed to help you replace defective IT assets in a quick and cost-efficient manner.



Simplify the exchange process.

Our Advanced Exchange specialists will initiate the warranty process on your behalf, taking the workload off your internal resources.

How It Works

- We onboard you into the program – *This is required before any claims can be made.*
- Contact us when a device fails.
- We'll quickly ship you a replacement to help minimize any downtime.
- Ship us your defective products (materials/shipping provided by SHI)
- We'll work with the OEM(s) to initiate and complete your warranty claim, including tracking serialized assets, and providing visibility and reporting to you.

The Details

- Pay per instance/per usage model
- All IT asset replacement inventory must be prepaid before shipping to customer
- Customer assets must be under OEM or 3rd party warranty to be eligible
- When applicable, any associated device configuration (asset tagging, imaging, laser etching, etc.) will be done in advance of an exchange request. (Additional fees apply)
- Integration and configuration services available

Advanced Exchange Benefits

- Eliminate downtime for your business
- Cost-effective solution to productivity constraint
- Capitalize on current warranties
- Reduce workload for your IT support staff
- Depot style advanced replacement
- Reliable service anytime a machine breaks or fails

To learn more about SHI Advanced Exchange or to get started, reach out to your SHI Account Executive today!