



The value we bring to the table? Comprehensive support services when you need them.

Creaform's Customer Care Plan (CCP) is a valuable asset that helps you make the most out of your 3D measurement technologies, all while maximizing your investment. Our different plans are designed to offer a progression of added-value inclusions to best match your needs.



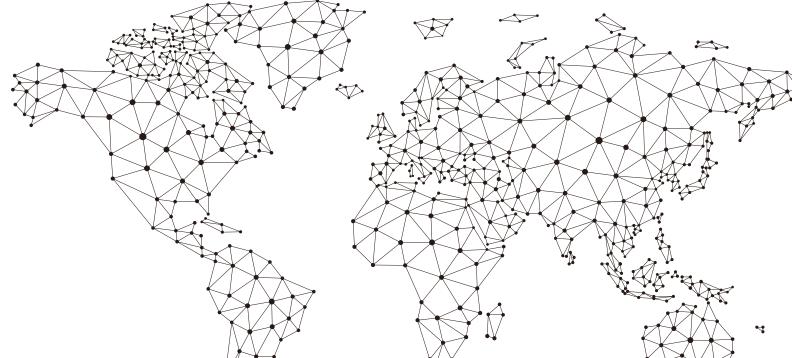
24/5 COVERAGE



7LANGUAGES



ENGLISH EVERYWHERE



Customer Care Plan Options

Choose the plan you need.



BASIC CUSTOMER CARE PLAN

A simple, ready-made solution if you require minimal validation of your system. Keep track of your system's performance, while benefiting from our reputed customer service experience.



SELECT CUSTOMER CARE PLAN

Tailor this plan to your needs by choosing the options you require on top of the warranty on parts and labour. Make sure your system's working condition and performance stay top-notch.



Guaranteed peace of mind for every budget.

Take advantage of worry-free coverage for all of your Creaform hardware and software.

FIRST YEAR WARRANTY

All systems are calibrated

before shipping

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before shipping

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0

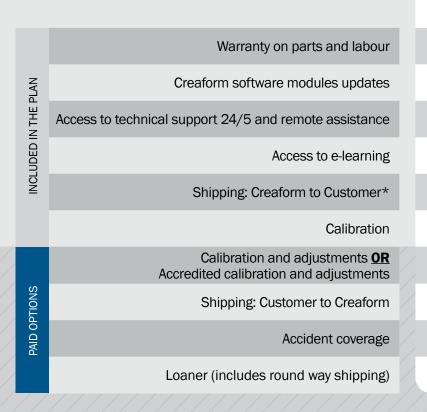
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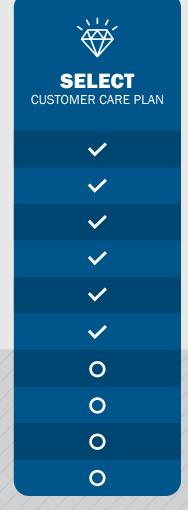
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Save more when you extend your care plan (up to 3 years)





Advantages and benefits

1 Warranty on parts and labour

Keep control of your cost of ownership by having parts replaced when required to keep performance of your system.

2 Creaform software modules updates¹

Keep your system improving over time by updating your Creaform software to the latest compatible version.

3 Access to technical support 24/5 and remote assistance

Monday through Friday. Solution-focused support, performed by our technical support specialists remotely on your computer.

4 Access to e-learning

Access up to date, continuous training material at all times.

5 Shipping: Creaform to Customer²

Following repairs or calibration, excludes custom brokerage fees, duties, and taxes that might be applicable.

6 Calibration

Validation of the hardware's accuracy using a precision bar and a diagnostic report, includes a calibration certificate. Performed in Creaform's Service and Repair Centers.

7 Calibration and adjustments

Includes a calibration in the closest service or repair center, and a calibration certificate. If the system is out of Creaform specifications, adjustments and any repairs will be completed in one of Creaform's Repair Center. These adjustments ensure your system comes back to factory settings (within specifications).

8 Accredited calibration and adjustments

Calibration in compliance with the audited certification process ISO 17025. The specific and very exhaustive testing and performance scopes are defined and supported by established international standards. If the system is out of Creaform specifications, adjustments and any repairs will be completed. These adjustments ensure your system comes back to factory settings (within specifications). Includes a Calibration Certificate with performance testing procedure used, its description and ISO standard. Performed at Creaform's Canada and France Repair Centers.

9 Shipping: Customer to Creaform²

Ease the repair and calibration process by adding this shipping option to your plan. Excludes custom brokerage fees, duties, and taxes that might be applicable.

10 Accident coverage

For a complete worry-free coverage!
The accident coverage option will cover damages due to accidents that are excluded from our warranty on parts and labor.

11 Loaner

Avoid any downtime with this option, as you will have access to a loaner for the duration of your calibration or repairs. The option includes round way shipping of the loaner system.

 $[\]ensuremath{\text{1-}}$ When the Customer Care Plan is purchased at the time of hardware acquisition

²⁻ Applicable only with an active RMA created while the Customer Care Plan is active

Get peace of mind when you buy a Creaform Customer Care Plan.

