



Copy Systems Inc. is committed to handling every interaction with our prospects and customers in alignment with our core values. We will escalate any issue and do what it takes to make it right.

- If you call with an issue, CSI help desk support will help you live, or return your call **within an hour**.
- If your issue requires one of our factory-certified technicians to come onsite, they will be there **within 4 hours**.
- If we cannot fix a copy/print/scan device in a timely manner or while onsite, we will loan a replacement of the same capacity until yours is fixed, **at no charge***.
- In the event of a machine being down and an impending deadline, CSI will complete the print projects that you need*.
- If you have any dissatisfaction with a machine you leased or purchased through us, please feel free to call our owners, Troy and Michelle Paterson, at 515-262-2100. If the issue is not resolved within an agreed upon timeframe, we will replace it like for like.



*subject to availability of high volume consoles.

**does not apply to mail or shipping projects

