

carltoncare

Four Easy Equipment Repair Plans. One Partner.

Start Your Plan

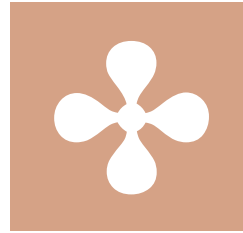
(877) 595-2700

75,000+ Annual Repairs
98% On Time Deliveries
<1% Warranty Rate
20 Years of Service

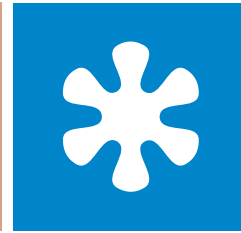
Compare Plans



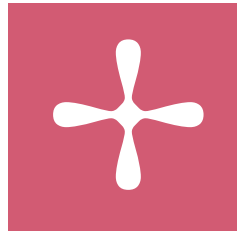
carltoncare
FLAT FEE*



carltoncare
PLUS+



carltoncare
PREMIUM*



carltoncare
CUSTOM+

Included Coverage⁺

	carltoncare FLAT FEE*	carltoncare PLUS+	carltoncare PREMIUM*	carltoncare CUSTOM+
Comprehensive Coverage	★	✿	✱	✚
Preventative Maintenance	★	✿	✱	✚
90 Day Warranty	★	✿	✱	✚
Online Customer Center	★	✿	✱	✚
Technical Phone Support	★	✿	✱	✚
7 Day Turn Time	★	✿	✱	✚
Ground Return Shipping	★	✿	✱	✚
Advanced Replacement		✿	✱	✚
Expedited Shipping		✿	✱	✚
3 Day Turn Time		✿	✱	✚
Changeable Contract		✿	✱	✚
App Loading & Configuration		✿	✱	✚
Hardware Coverage Guarantee		✿	✱	✚
Custom Reporting		✿	✱	✚
Battery Optimization		✿	✱	✚
Accidental Breakage Coverage			✱	✚
Assigned Customer Service Rep			✱	✚
Spare Pool Management			✱	✚
Accessories Included			✱	✚

⁺ Upgrade Any Plan with Additional Coverage

Coverage	Definition of Coverage
Comprehensive Coverage	Includes normal wear and tear on items. Does not include user negligence or abuse
Preventative Maintenance	All devices are thoroughly cleaned and repaired, reinforced at common failure points, and configured as needed. Service concludes with a detailed inspection for quality assurance
90 Day Warranty	All devices serviced by Carlton are covered by a comprehensive 90 day warranty from the date of shipment
Online Customer Center	Customers can access Orders, Support Requests, and Invoices in a secure self-service web portal
Technical Phone Support	Troubleshooting? Real, intelligent help is a phone call away
Ground Return Shipping	Equipment is shipped back to you via ground service
Advanced Replacement	A replacement unit ships to you overnight the day your owned equipment fails. Requires a spare pool at Carlton
Expedited Shipping	We accommodate your preferred shipping method
7 Day Turn Time	Once we receive your equipment, we repair it and ship it back to you within seven days. Does not include transit time
3 Day Turn Time	Once we receive your equipment, we repair it and ship it back to you within three days. Does not include transit time
Changeable Contract	Business changes rapidly. When you have fewer devices in operation, reduce your equipment coverage by up to 15% with 30 days notice
App Loading & Configuration	We load, configure, and test your software prior to shipment
Hardware Coverage Guarantee	Carlton will never discontinue or "end of life" service on a device that you use
Custom Reporting	Customized reports with failure rates, and serial numbers are sent to you on an automated schedule
Battery Optimization	All device batteries are proactively tested, recharged, and replaced
Accidental Breakage Coverage	Regardless of how the equipment was damaged - if it's fixable, it's covered
Assigned Customer Service Rep	Your very own primary customer service point of contact
Spare Pool Management	We can store your spare device inventory at our secure facility with access when you need it
Accessories Included	One charger or cradle per device is included in your repair plan