

Made at FUJIFILM Business Innovation (Thailand) Co., Ltd.
Date 25th August 2023

Subject New Service Policy with FUJIFILM Business Innovation (Thailand) Co., Ltd.
- Printer Group Product

Dear Valued Customer,

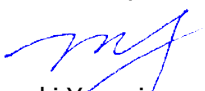
Thank you for your continually support Fujifilm's product. To serve your business and to in line with current business nature, we request you to please note the following changes our new Service structure.

Subject	Former service Structure	New service Structure
Type of services	2 types of services base on product model; 1. Return-base 2. Onsite Service	All printers will be onsite service.
Service area	Specific area (provinces), only for Company service branches in specific area.	All provinces in Thailand (Nationwide)
Machine Failure Notification	Deliver machine at Drop Point or contact Call Center (Helpdesk) 02-660-8400	Contact Call Center 02-660-8400 (*Drop Point will be service until 30 September 2023)
Response time	- Next business day (Base on there are a service center in the area and next 3 business days (Base on there are not service center in the area)	Next business day, all area
Service Rate (in warranty)	- Free of charge base on warranty period 3 years. (Service charge 900 - 1,500 THB/time in case out of service area)	Free of charge base on warranty period 3 years and all area.
Service Rate base on end of warranty	Service charge 500 THB (customer bring to FB Service Branch) and 900 - 1,500 THB (onsite), not included spare parts	Service charge base on service area (Please check service charge with Call Center before)

This changing service policy is covered all distributed printers that under current warranty period. The changes mentioned above has been starting process previously. Thanking for your continued patronage and assuring you of our best services at all times.

For any further enquiries, please do not hesitate to contact us or our Distributor/ Dealer.

Yours sincerely,



Masaaki Yanagiya
President

FUJIFILM Business Innovation (Thailand) Co., Ltd.

