

# RESELLER SALES TIPS & HANDLING OBJECTIONS

v2

The difference between a standard RTB warranty and a NWS warranty ...

## ✓ **'Instant' Parts Replacement**

Instead of the cost & inconvenience of long delays and downtime waiting for replacement parts from distributor.

**"This system comes with a standard 12 months Return to Base warranty. That is, if anything goes wrong with your PC hardware in the next 12 months, you bring your PC in here for free service."**

**"Of course we try to have your PC fixed for you as quickly as possible, but with an RTB warranty, we often have to wait for the replacement parts to come back from the manufacturer. Unfortunately, that can often take weeks because they can be slow."**

**"How inconvenient and costly would it be to have your PC out of action for possibly four weeks?"**

**"If you upgrade to a NWS 'Instant' Parts Replacement warranty, we still do the service, but parts are replaced by NWS straight away - for the whole period of the warranty."**

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## ✓ **NWS High Priority Same Day/Next Day service**

Instead of low priority RTB service.

**"How important is it to have your PC fixed and back in action as quickly as possible?"**

**"Of course we try to have your PC fixed for you as quickly as possible, but naturally people who are paying for service do get a higher priority. But if you upgrade to a NWS High Priority Same Day Premium warranty, we get paid by NWS to give you high priority service."**

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✓ **Convenient local on-site service, or 'Return to nearest Service Agent' service**

Instead having to take or courier the PC back to Reseller yourself.

"This system comes with a standard 12 months Return to Base warranty. That is if anything goes wrong you need to get your PC in here for service. Which can mean inconvenience & wasted time, and possible freight costs."

"Instead you could upgrade to an NWS warranty that gives you the choice of either ON-SITE service or returning PC to the nearest NW service agent, whichever is most convenient. Both of which are carried out by us if you are close enough and we are free, but another NWS Service Agent if not."

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✓ **Australia-wide service regardless of where they are or where they move**

Instead having to take or courier PC back to Reseller.

"We are of course here to do any service work you need locally, but when you upgrade to a NWS warranty, you always get local on-site service - regardless of where you move or are."

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✓ **Up to five years 'peace of mind'**

Instead of just 12 months RTB service.

"As I said, this system comes with a standard 12 months Return to Base warranty."

"Would you prefer to have 'peace of mind' about any future PC repair costs for up to three years (or even more)?"

"That is, three years of 'Instant' Parts Replacement, on-site, high priority Same Day/Next day service - all around Australia."

"Peace of mind for three years for around \$1 per week. Isn't it worth it?"

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