



IMPULSE TECHNOLOGY Value-Added Services

Industry-First Services - Only From Impulse Technology

At Impulse Technology, we've found success in our ability to be inventive. We see things upside down and inside out – from different angles. We're a team of seasoned and spirited professionals who take personal interest in our customer's goals and never waver in our commitment to put them first.

Whether you're a Global 1000, an emerging growth company, VAR or business partner, our strong viewpoints, keen insights and world-class delivery from the team at Impulse Technology can help you reach your IT goals. When combining that with our unique value-added services, firsts in the industry, choosing Impulse Technology for IT Lifecycle Management delivers you tremendous value.



Forever Replacement Warranty Program

Peace-of-mind for as long as you own or rent Impulse equipment

Just as the name says, when you purchase hardware from Impulse Technology, it's protected under our FOREVER Replacement Warranty Program. That's right – forever. For as long as you own the equipment you purchase from Impulse, you can count on us to ensure it functions the exact way you expected.

If you ever experience a problem and you're not satisfied, we're not either. In the event of a hardware failure, simply e-mail us the error messages so our engineers can diagnose the problem. We'll send you a replacement part or system within 24 hours via Federal Express at our expense. Upon your satisfaction of the replacement part, we ask that you ship us back the failed piece of equipment via our Federal Express account number. No questions asked; no small print or disclaimers; no hassles.

15%
GUARANTEED
TRADE-IN
program

Guaranteed 15% Trade-In Program

Trade any product, any brand previously purchased from Impulse Technology for guaranteed 15% return

When the time comes to upgrade your IT equipment, only Impulse Technology guarantees you a 15% trade-in value. Any product, any brand, anytime - we don't care how long you have owned the equipment, if you no longer want it, we'll take it off your hands and you can apply the credit towards what you need next.

As an example, if you purchased a storage system from us 6 years ago for \$50,000, we'll give you a \$7,500 trade-in credit towards a new hardware purchase – no questions asked. If you buy a \$300,000 bundle of networking equipment tomorrow, we guarantee you a \$45,000 trade-in credit when you're ready for the next new version.

We know that things change fast and often in your IT department. Be sure to protect your IT hardware investment as soon as you can, as long as you can. With our Guaranteed 15% Trade-In Program, the financial upside is yours right from the beginning. Think of it as our way of giving you a little something back for choosing Impulse Technology as your IT Lifecycle Management partner.

Contact:

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