



## << **Benefits of Doing Business through Synetic's Partners/Resellers** >>

Dear Clients,

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Here is a list of additional benefits you can receive by doing business directly with Synetic's partners/resellers in your geographical location.

### Additional Benefits:

- 1. Local Stock:** Synetic's partners and resellers may stock the entry-level products in their location. Clients can refer to them directly to inquire about Synetic's products. This offers local access to the products and clients can have fast delivery in their territory.  
  
In some case, clients closer to a partner/reseller location can go and pick up their order right from them or arrange for the same-day delivery. This will eliminate the higher costs of shipping from Synetic' headquarter, and consequently would decrease the costs for the clients.
- 2. Same/Lower Prices:** Clients may receive even lower prices by going directly through the local partners/resellers rather than dealing with Synetic directly.
- 3. RMA, Warranty and Spare Parts locally:** Partners and Resellers can take care of most of the RMA and warranty items. Clients do not have to send RMA items back to Synetic. Clients can also purchase additional spare parts from the local partners/resellers.
  - Please note that Synetic will always play a major role for technical support, trouble-shooting and will issue the RMA, which will be honored by partners and resellers as well. It is however suggested that clients follow the RMA procedures provided by local partners and resellers correctly. They may have different conditions.
- 5. More Technical Support:** Partners and Resellers are continuously trained to be able to offer full technical support at their location for most of the Synetic's products. They already offer technical support for certain products, but over time this support will increase and include larger units as well.
- 6. Easier Payment:** After clients start dealing with the local partners/resellers, based on the credit assessment done by local partners/resellers and the client's past credit history, they may receive different payment plans including term payment.
- 7. Fast Exchange Policy:** Since the partners and reseller may stock some of the spare parts in their location, clients can receive the spare parts and warranty replacement in less than 24hrs. Partners and Resellers can supply the clients with an application form when you sign up to deal with them directly.

If you'd like to benefit from this program and start doing business through the Synetic's partners/resellers, please contact your local partners/resellers or Synetic at [inquiry@synetic.net](mailto:inquiry@synetic.net).

We would appreciate your cooperation with your local partners and resellers. Our partners and resellers program is under continuous review and we would welcome your feedback as to how we can serve you better.

**Synetic Inc. Sale & Marketing Division**  
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