

Service Levels

At LaptopsAnytime, we work hard to provide the best possible experience to our customers before, during and after the sale.

Platinum Plus

15% Annual Fee of Total Equipment Cost

Our most comprehensive plan, offering you the same benefits of Platinum coverage with additional discounts on labor, SmartBay upgrade designs, and free installation of newly designed SmartBay hardware.

Additionally, you receive a dedicated support engineer assigned to your account.

Next-Day Shipping for replacement parts plus on-site minor spare parts inventory.

SmartBay NRE at \$2,000 per design with Free installation of upgrades and New SmartBays.

SmartBay upgrades for \$500 per bay.

On-site support at \$65Hr.

Platinum

12% Annual Fee of Total Equipment Cost

Offers maximum value, offering you the same benefits of our Gold coverage with additional discounts on labor, new SmartBay design, hardware upgrades, and next-day shipping on parts.

Next-Day Shipping for replacement parts.

SmartBay NRE at \$2,500 per design.

SmartBay upgrades for \$500 per bay.

On-site support at \$75Hr.

Gold

6% Annual Fee of Total Equipment Cost

Our most economical package, offering you the same benefits of silver with additional discounts on labor, new SmartBay design, hardware upgrades, and faster shipping on parts.

2-Day shipping for replacement parts.

SmartBay NRE at \$4,000 per design.

SmartBay upgrades for \$700 per bay.

On-site support at \$100Hr.

Silver

3% Annual Fee of Total Equipment Cost

Our most affordable coverage, offering you the ability to remotely monitor, troubleshoot, and perform repairs on the kiosk with remote assistance from our knowledgeable support staff.

Free replacement parts via ground shipping, on-site support at \$125Hr.

SmartBay upgrades for \$800 per bay with \$5,000 one-time Non-Recurring Engineering (NRE) fee per SmartBay design.

Quoted: at Time of Purchase

Have your kiosk set up by one of our trained specialists.

The on-site setup includes assistance with unpacking of the kiosk(s), laptop / device integration, networking setup, and on-site training for your support staff and administrators.

Product setup charges are based on geographical area, current travel rates, and number of devices, kiosks, and locations.



LAPTOPS ANYTIME™
Automated Checkout Kiosks