



## Zebra OneCare™ Shipping and Logistics Services Enhancements

### Get your devices back in your hands faster with expedited shipping services

Every day, your workers count on their Zebra mobile computers and printers to complete tasks faster, accurately and more efficiently. When a device malfunctions and requires a trip to the Zebra Service Center, time is of the essence. You need to get a device back to work as quickly as possible. Now, you can enhance your Zebra OneCare plan with a choice of shipping and logistics services designed to get a device back in the hands of your workers faster.

Two options are available for Zebra OneCare Essential plans. Expedited Collection gets your repair started faster with next-business-day delivery of the faulty device from your location into the Zebra Service Center. Or, Expedited 2-Way Shipping speeds up the entire round trip between your location and the Service Center with next-business-day shipping of devices to and from the Service Center. For Zebra OneCare Select plans, the Fastrack option frees staff from virtually all return-related shipping and logistics administration. In one visit to your facility, a courier will drop off a ready-to-use advanced replacement device that is pre-loaded with your applications and settings — and pick up the malfunctioning device and send it back to the Service Center for you, all in one hot-swap motion.

No matter which service you choose, you'll get devices back in the hands of your workers faster, increasing device uptime, improving return on investment and protecting workforce productivity.

**Minimize downtime and protect workforce productivity with expedited shipping and logistics services.**

For more information, please visit [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare)

Zebra OneCare Shipping and Logistics Services			
Zebra OneCare Essential or Zebra OneCare SV		Zebra OneCare Select	
	Expedited Collection	Expedited 2-Way Shipping	Fastrack
General Description	<p>1-way expedited shipping: device pickup</p> <p>Expedited shipping of devices to the Zebra Service Center</p> <p>Return of repaired/new device via standard ground service</p>	<p>2-way expedited shipping: device pickup and return</p> <p>Expedited shipping of devices to the Zebra Service Center</p> <p>Return of repaired/new device via expedited next-business day service to your location</p>	<p>2-way door-to-door 'hot swap' service:</p> <p>Courier makes one trip to your business to deliver an advance replacement device that is fully pre-loaded and ready for work — and picks up the faulty non-operational device at the same time and sends it to the Service Center for you</p>
Service Details	<ul style="list-style-type: none"> <li>• Print prepaid shipping labels and schedule carrier pickup through the Zebra Repair Order portal</li> <li>• Devices are shipped to the Zebra Service Center via Express delivery, typically next business day</li> <li>• Zebra does it all — arranges the pickup, covers all shipping costs and risks</li> <li>• Shipping of returned repaired device is standard service</li> </ul>	<ul style="list-style-type: none"> <li>• Print prepaid shipping labels and schedule carrier pickup through the Zebra Repair Order portal</li> <li>• Devices are shipped to the Zebra Service Center via Express delivery, typically next business day</li> <li>• Zebra does it all — arranges the pickup, covers all shipping costs and risks</li> <li>• Shipping of returned repaired device is via expedited next business day service</li> </ul>	<ul style="list-style-type: none"> <li>• One call does it all</li> <li>• Instant swap: a courier drops off a ready-to-use advance replacement and picks up the non-operational device in a single visit</li> <li>• No additional administrative time required</li> <li>• No need to box up devices — and no need to keep shipping supplies on hand</li> </ul>
Benefit	<ul style="list-style-type: none"> <li>• Minimizes shipping times</li> <li>• Shortens the complete repair loop time</li> <li>• Maximizes device availability and uptime, improving ROI</li> </ul>		<ul style="list-style-type: none"> <li>• Eliminates all shipping-related administration</li> <li>• Frees up your staff from the hassle of boxing up devices, shipping devices to the Service Center and tracking devices in transit</li> <li>• Maximizes device availability and uptime, improving ROI</li> <li>• Eliminates due-backs</li> </ul>
Product/Regional Availability	<p><b>Zebra mobile computers</b></p> <p>North America: US and Canada</p> <p>Europe: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.</p>		<p><b>Zebra mobile computers</b></p> <p>North America: US and Canada</p> <p>United Kingdom</p> <p><b>Zebra mobile printers</b></p> <p>Europe and United Kingdom</p>



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