

## North Island Flooding FAQ – February 2023

### **My office has been flooded. What should I do?**

Please call our Contact Centre on **0800 493 769** – our staff are standing by from 8:30am to 5:00pm and ready to assist you. We'll schedule a Service Technician to visit your site, assess the safety and condition of your printing devices and advise on next steps – including whether a replacement machine is required.

If your printing device has been damaged by water in any way, please unplug it immediately and do not use it until it has been assessed by one of our technicians.

### **There was only a bit of water – can I use my machine?**

Any amount of water can damage your device, so please call our Contact Centre on **0800 493 769** and schedule an assessment. Our Service Technicians will be able to evaluate your machine and determine if it's safe to use, repairable, or needs to be replaced.

If your printing device has been damaged by water in any way, please unplug it immediately and do not use it until it has been assessed by one of our technicians.

### **My machine is wrecked – can you come collect it?**

Please call our Contact Centre on **0800 493 769**. We have a process to assess your machine first – even if it's obviously damaged – before we can confirm that a replacement is required. It's important to follow this process so we can get you running again as quickly as possible.

### **My machine is unrepairable. What happens next?**

If a Service Technician confirms that your device is unrepairable, your Account Manager will be in touch with a replacement quote that you can use to file a claim with your insurance provider.

Once you accept the replacement quote, we'll be able to remove your old device and install a new one.

### **Is my machine covered under insurance?**

Your insurance provider will be able to confirm your coverage.

In rare instances, customers with specific contract types may have coverage through FUJIFILM Business Innovation. If you need a replacement copy of your contract, please call your Account Manager or our Contact Centre on 0800 493 769.

### **Will I still be charged a rental fee this month?**

You'll receive a bill for the month in accordance with your contract terms. Depending on your insurance, you may be able to claim this cost if your site cannot be occupied due to flood damage.

It's important that you discuss your specific circumstances and coverage with your insurance provider.

### **Will I be charged for my machine assessment?**

We are waiving our callout fees for flood-related safety assessments in the North Island during February 2023.

**I need documentation for my insurance claim. Can you supply a price quotation or photos of the damaged equipment?**

Yes, we can supply supporting documentation to file a claim with your insurance provider.

Your Account Manager will be able to supply a price estimate for a replacement device that can be attached to your insurance claim; if you do not know who your Account Manager is, call our Contact Centre on 0800 493 769 and they can connect you.

When assessing your device our Service Technicians will take photos to confirm the condition of the unit; these can be supplied later on if required by your insurer.

**When can you replace my machine?**

If a Service Technician confirms your machine is unrepairable we will check availability for a suitable replacement and schedule an installation as soon as possible. We are working through a number of claims and appreciate your patience as we endeavour to get our customers up and running as quickly as we can.

**What kind of machine will I get?**

We are working through our stock of replacement machines and will always endeavour to provide a like-for-like replacement device. Our team will confirm details of the device model when we contact you to arrange installation.

**I don't want a replacement machine. What are my options?**

Please contact your Account Manager to discuss your specific circumstances, or call our Contact Centre on 0800 493 769 and they can connect you.

**I'm a commercial printer and need a machine ASAP – can you help?**

Our supply of production printing equipment is generally more limited, however we will do whatever we can to restore your print capability as quickly as possible. Please contact your Account Manager or call our Contact Centre on 0800 493 769 to discuss options.

**Can I claim my printer paper on insurance?**

Please consult with your insurance provider to determine if other business supplies may be claimable under your policy.

**I have a different question. Who can I contact?**

Our Contact Centre team are available from 8:30am to 5:00pm Monday to Friday on 0800 493 769 to assist with your queries.