

# ICARE

DEALER PROGRAM



PROVIDING STELLAR SUPPORT  
TO EXEMPLARY CUSTOMERS

# I-CARE PREFERRED MISSION STATEMENT

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*TO PROVIDE PRACTICAL PRODUCT SUPPORT AND SOLUTIONS FOR OWNERS, BUYERS AND SERVICE TECHNICIANS*

*ENSURE THAT ALL ARE PROVIDED WITH THE FINEST LEVEL OF EFFICIENCY, SERVICE AND COURTESY*

*SOLVE REAL LIFE ISSUES THAT OUR CUSTOMERS DEAL WITH ON A DAILY BASIS*

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# LETTER FROM THE CEO

## **INTRODUCING I-CARE PREFERRED, THE MOST ROBUST DEALER PROGRAM EVER OFFERED BY IC REALTIME**

I-Care was created with you, our customer in mind. We have surveyed the needs of the industry and created the entire program around those needs. We have listened to you and created a program that adds real value to your business. We realize that time is money. Making sure the job is complete and functioning properly, ensures that you will be paid and be able to move on to the next project. Having a satisfied client all but guarantees that they will refer your company and come back to you again and again.

Read about all the benefits of being an ICare Preferred Dealer. Contact your IC Realtime Sales Representative today and find out if you are already qualified. If not, find out how to become ICare Preferred and let us welcome you to the new age of service.

Sincerely,

Matt Sailor  
CEO



# BENEFITS

1. 90 day no questions asked **advanced replacement** (TKT Required w/PO)
2. **Free ground shipping** on advanced replacements
3. ALL inbound RMA's get priority processing
4. **Free upgrade** of product if ordered product is not available
5. Once a quarter get **exclusive access** to inventory sales (up to 50% off dealer)
6. Get **exclusive access** to cutting edge products before Non ICare members
7. **Discounts** on out-of-warranty replacement products
8. Accommodation **discounts of up to 20%** for demo systems and employee purchases
9. Dedicated **support email address** for ICare Members Only
10. Dedicated **Tier 3 technical support** phone number

The ICare Team is here to assist with any questions you may have regarding your TKT #, advanced exchange or assistance with technical support.

**For more information,** please contact ICare Coordinator Sunshine Banfalvy at [sunshine@icrealtime.com](mailto:sunshine@icrealtime.com)

# CONTACT US

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