

3M Quality *Guarantthree*

We put our commitment to quality in writing three ways. The 3M Performance Guarantee. The 3M 80% Loss Reduction Guarantee. And the 3M™ Tattle-Tape™ Security Strip and 3M™ RFID Tag Guarantees. Three ways we stand behind the quality of our library systems products and make sure you're satisfied.

We've been the global leader in library security, productivity and information management systems for over 35 years. 3M systems help libraries all over the world keep their materials safe and available to customers. And we know we can do the same for you.

We *guarantthree* it.

#1. The Performance Guarantee You have nothing to lose. Really.

To prove we're serious about helping protect your collection and enhance self-service, we've made it nearly impossible for you to make the wrong decision. When you buy any 3M Library Systems product* with a one-year Service Agreement, you have one full year from the date of installation to decide whether you're satisfied with the product's performance. Performance means the product meets published specifications. You risk nothing. Because we want to prove to you that 3M is the right choice.

* Consumables and non-3M branded products are excluded from this Performance Guarantee. If, during that first year, you're unhappy with the performance of the product, we'll remove it at no cost to you. After removal, we'll reimburse you for 100% of the purchase price of the product.

#2. The 80% Loss Reduction Guarantee

We're so sure you'll cut your losses by 80% or more after one year of using a 3M™ Tattle-Tape™ detection system, we'll pay you if you don't.

As long as you have a Service Agreement, just submit written records of your material losses for the year prior to installation of the 3M system. Then, after one full year of using the 3M system, provide authenticated inventory records in writing verifying your losses for that first year.

If you haven't reduced your losses by at least 80%, we'll reimburse you the difference between your actual loss reduction and 80%—at \$25 per item. For example, if you've reduced your losses by only 75%, 3M will reimburse you for 5% of those losses.

How can we make this offer? Because we know how effective our systems are.

#3. The 3M™ Tattle-Tape™ Security Strip and 3M™ RFID Tag Guarantees

For the lifetime of your materials—that's how long we guarantee that Tattle-Tape security strips and RFID tags will be free from defects in materials and manufacture.

In the unlikely event a 3M security strip or RFID tag is found to be defective, we'll replace it free provided that you've applied the strips or tags within two years from the date of manufacture.

It's that simple. Your books and digital media are protected for as long as they last. And that could be a long, long time.

IMPORTANT NOTICE: For complete details about these guarantees, contact your 3M representative at 1-800-328-0067, extension 3. There may be other requirements in connection with these guarantees. 3M reserves the right to modify or withdraw any or all portions of the 3M Quality *Guarantthree* at any time.



3M Library Systems

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www.3M.com/us/library

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