

Brother Major Account Program

At Your Side with Outstanding Services & Support

Central to each Brother customer relationship is the identification of precise needs and offering customized solutions to meet those needs.

Under the Major Account Program, you'll have the support of our experienced reseller, technical and sales support teams who are trained to provide knowledgeable and sound advice on specific business situations and problems.



Program Benefits:

- Access to priority support line
- Next business day priority exchange
- Customized call scripts
- Discounted parts ordering
- Extended limited warranties
- Help desk training
- Quick troubleshooting and problem resolution
- Access to field engineering and assessment teams

How to Qualify

- Must purchase or project to purchase at least 50 units within a calendar year

5 Key Benefits

The Major Account Program is just what your organization requires. **Here's why:**

1) Priority Service Number:

- Dedicated specifically to Brother Major Accounts
- Calls answered directly by Brother Priority Service Support Team
- Support available for as long as you own your Brother unit

2) Priority Exchange:

- Call before 4:45pm EST, get a replacement unit next business day
- Replacement unit shipped overnight at our expense
- A pre-paid shipping label provided to return the defective unit to Brother

3) Customized Call Scripts

- When you call, account rep will immediately have your organization's information on file
- Saves time on qualifying questions

4) Help Desk Training

- Free and flexible help desk training available via web conferencing
- Training guide on troubleshooting techniques, specs, FAQs specific to Brother machine

5) Access to Special Solutions & Assessment Teams

- Special Solutions Team: customize products to meet unique customer needs (special firmware, customized drivers, one touch buttons, etc.)
- Assessment Team: predictive or onsite assessments offered to understand what your current print and capture environment is like and opportunities for improvement

Sign Up Today!

Reach out to your Brother Account Sales Representative for more information on the program or for help with filling out the Brother Major Account Form.