



United Electronics Group

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PROGRAMS & INITIATIVES

Better Business Bureau



BETTER BUSINESS BUREAU A+ RATING DUE TO UEGs

- ❑ prioritization of ethics in the marketplace
- ❑ accurate representations of our business and
- ❑ high levels of customer satisfaction



UEG Repair Categories

Cameras

Smartphones

Tablets

MP3s

Macs

Gaming devices

U.S. CONSUMER ELECTRONICS HOUSEHOLD PENETRATION FORECAST

	2013e	2014p	2015p	2016p
Camcorders	38%	43%	45%	46%
Digital Cameras	73	75	76	76
Smartphones	58	63	67	76
Tablets	39	48	54	58

Source: CEA Market Research



United Electronics Group

Industry-Leading Turnaround Times



- ❑ Team of 100+ factory-trained repair technicians
- ❑ Extensive, in-house parts inventory
- ❑ Well-managed supplier relationships
- ❑ ISO 9001:2008 certified
 - ❑ provide efficient processes for high-volume capacity

High-quality Customer Service



COMMUNICATON PORTALS

- Toll-free phone lines
- Email
- Lobby
- Live chat

OPEN COMMUNICATION LINES

- Call center staffed Monday – Friday, 7A – 7P
- Email confirmation of repair
- www.UEGOrderStatus.com
- Customer survey feedback



UEG Core Competencies

CORE SERVICES

- ❑ Depot Repair & Refurbishment
- ❑ Call Center Services
- ❑ Advanced Exchange
- ❑ Asset Recovery & Recycling
- ❑ Consumer Direct Sales, Trade In & Repair
- ❑ Liquidation & Wholesale
- ❑ Returns Management



Consumer Direct Sales, Trade In & Repair



UEG E-COMMERCE SITES

- United Tablet Repair
- United Mac Repair
- United Smartphone Repair
- United MP3 Repair
- United Camera

CONSUMER DIRECT SALES

- eBay store
- Amazon store



Depot Repair & Refurbishment

CONSUMER ELECTRONICS REPAIR

- Smartphones
- MP3s
- Tablets
- Cameras
- Lenses
- Gaming devices
- Camcorders

UEG SERVICES

- In-warranty repair
- Out-of-warranty repair
- Refurbishment & kitting



Call Center Services



UEG BEST-IN-CLASS AGENTS

- ❑ Answer calls on customers' behalf
- ❑ Track call volumes and
- ❑ Provide detailed reporting

OUR TEAM PROVIDES

- ❑ Technical support
- ❑ Warranty validation
- ❑ Support services to uphold client reputations
- ❑ Order status



Advanced Exchange

ADVANCED EXCHANGE PROGRAM

- ❑ Replacement products are available for same-day shipment
- ❑ Progress available via state-of-the-art tracking system

HOT SWAP SPARES PROGRAM

- ❑ Ideal for
 - ❑ large commercial clients
 - ❑ government clients
 - ❑ insurance
 - ❑ real estate
 - ❑ companies with widely-distributed sales forces that require a ready supply of preconfigured equipment



Asset Recovery & Recycling

- Accept end-user product
- Assess goods to determine best return
- Refurbishment and sale
- Harvest and sale of working components
- Ensure shortest time from product return to cash
- Includes revenue sharing
- Includes bulk purchases



Liquidation & Wholesale



- ❑ Buyers purchase surplus inventory from UEGs wholesale community
- ❑ UEG is a national, well-connected repair facility
- ❑ UEG has contracts with some of the country's largest manufacturers
- ❑ UEG offers the most competitive prices on the market



Returns Management

RETURNS

- ❑ Processed through UEG returns certification warehouse
- ❑ Triaged
- ❑ Cosmetic defects assessed
- ❑ Functional defects assessed
- ❑ Asset management yields maximum dollars in liquidation market
- ❑ IT team builds customized tracking and reporting
 - ❑ ensures up-to-the minute details on product location, status, yields and return
 - ❑ blends into client ERP system
- ❑ UEG handles specialized projects
 - ❑ product recalls
 - ❑ those requiring environmentally sensitive disposal



UEG for Education



- ❑ Special discounts and pricing programs for schools, educators and students
- ❑ BYOD / BYOT - preferred service
- ❑ Chromebook applications - mobility solutions and assessments
- ❑ 24-48 hour turnaround service available
- ❑ Call center support
- ❑ Internet portals for quick status updates
- ❑ Product and parts disposal



UEG for Business



- 24-48 hour turnaround service
- State-of-the-art repair facility
- Cutting-edge equipment
- Internet portal for status updates
- Repair prices to help meet your budget
- Call center support
- Product and parts disposal
- 3-way shipping



Rigorous Security & IT Agility



- Physical security
- System security
- Network security
- Wireless networking
- Backup and recovery
- Software & data integrity
- Eprom destruction and secure recycling

Expansion



- ❑ 45 additional repair technicians hired in 2013

- ❑ Second location opened at 1114 Tower Lane, Bensenville, IL
 - ❑ allows double capacity

 - ❑ houses additional parts inventory

- ❑ Growth projected over the next 5 years due to
 - ❑ profits yielded from additions of new categories

 - ❑ formation of new partnerships

Conclusion

FOUR KPIs ENSURE UEGs SUCCESS WITH BUSINESSES NATIONWIDE:

- Quality workmanship
- Quick turnaround time
- Competitive cost to service and
- Open communication channels

