

OUR PROMISE

acer



45 %

Less energy consumption by devices by 2025¹



50 %

Lower carbon emissions by 2030²



100 %

Renewable energy in the company until 2035



100 %

Recyclable packaging

¹ Compared to 2016

² Compared to 2019

CONTACT US

04102 70 69 111

Technical support, repair registration and status information for **end customers**

04102 70 69 222

Technical support, repair registration and status information for **partners and resellers**

WE ARE ACER

HUMAN
SERVICE-COMMITTED
SUSTAINABLE



Free pick-up of your devices
- even outside of warranty
incl. free cost estimate

CONTACT CENTER

- German-speaking support for Germany / Austria / Switzerland in Ahrensburg near Hamburg
- Reachable via phone, e-mail / web form services (incl. live chat)
- 1st & 2nd level technical support / B2B dealer support / e-commerce

< 30 seconds

on hold for over 80 % of all calls

ca. 90 %

same-day e-mail processing

108.000+

transactions resolved / year

92 %

customer satisfaction

REPAIR CENTER

- In-house team for training and processes
- Refurbishment team for refurbishing devices
- In-house quality control department
- We ❤️ Data: Devices are only reset if absolutely necessary

> 40.000

service requests processed

< 5 working days

average repair time

ISO 9001:2015

certified - consistently since 2013

DEUTSCHES INSTITUT
FÜR SERVICE-QUALITÄT
GmbH & Co. KG

1. PLATZ
Testsieger
Computer-
Hersteller
Beratung und Support

TEST Dez. 2022, 8 Anbieter
Testsieger seit 2014

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**BEST LAPTOP
REPAIR SERVICE**

**CHAMPION
SINCE 2014!**

