

HOW DOES YOUR CURRENT VENDOR COMPARE?

BUCKMASTER OFFICE SOLUTIONS FAQs

Q How long has Buckmaster Office Solutions been doing business in Northern California?

A Since 1958, over 60 years.

Q What commitment has your company made to the area?

A We maintain a locally owned office right here in Sacramento, with our entire staff working and living in the community we serve. We have supported various arts, cultural, and philanthropic organizations within our community to underscore our commitment, including:

- Sacramento Food Bank & Family Services – “Run for the Hungry”
- Loaves and Fishes – Sacramento
- Project R.I.D.E. – West Coast Equine Foundation
- Northern California Minority Junior Golf Scholarship Association, Inc.
- Shriner’s Hospital for Children – Northern California
- Saint John’s Program for Real Change
- Sacramento Philharmonic & Opera
- Pops in the Park
- Chalk It Up
- Sacramento Tree Foundation

Q How does your company handle parts and supplies to service the products you offer?

A Parts are stocked locally in our Sacramento warehouse and are readily available in Buckmaster’s dedicated service vehicles. (You may have seen our wrapped vehicles around town!) Supplies can be picked up the same day or delivered to you. We provide genuine (not generic) supplies from the manufacturer to ensure your devices produce the highest print quality possible.

Q Do you guarantee your products?

A Yes. A 90-day, full money-back guarantee is offered on all of our products, followed by a five-year guarantee or the term of your lease contract.

Q What is your response time?

A 4 hours or less for non-working products. We also have our own delivery crew that can deliver parts and/or supplies on the same or next day.

Q Can you provide us with references for other satisfied customers?

A Yes. Please check out our Google Reviews for unbiased customer feedback.

Q Can I see your operation and products in person?

A Yes. We have a top-class showroom and service facility available for your inspection.

Q Why should we do business with your company?

A The entire Buckmaster Office Solutions team is fully committed to your company’s success and will always “do the right thing” to ensure your satisfaction. We do not report to shareholders or take shortcuts when it comes to serving our customers. We take pride in our reputation, which is simply the best in our area. We make decisions quickly when needed, with the priority being our customers’ best interest. Doing business with Buckmaster is a “low risk” decision.



See reverse for a message from our President!

