



FAQ NEOPOST USERS

I'm being told by your competitor that you no longer service and support Neopost postage machines, is this true?

NOT TRUE! EBS has maintenance agreements with hundreds of Neopost postage machine users. If you have a maintenance agreement with EBS or if you would like to be billed for service on an hourly basis, please call 425-883-9600 for the finest service support available.

Who do I call for Neopost supplies?

EBS – 425-883-9600

I am receiving unsolicited invoices in the mail to renew our mailing machine maintenance from a company stating they are my new Neopost service provider and I already have a service contract with EBS. Should I pay this invoice?

No! You do not need to change dealers for service and support (supplies) for your existing mailing equipment. If there is any confusion, please call EBS first.

I'm being told I'm required by the new Neopost vendor to give them information regarding my current lease and maintenance information. Is this true?

BE AWARE YOU ARE NOT REQUIRED TO SHARE ANY CONTRACTUAL INFORMATION WITH THE NEWLY ASSIGNED NEOPOST "DEALER" TO CONTINUE YOUR EXISTING SERVICE AND MAINTANANCE SUPPORT OF YOUR NEOPOST PRODUCTS BY EBS.