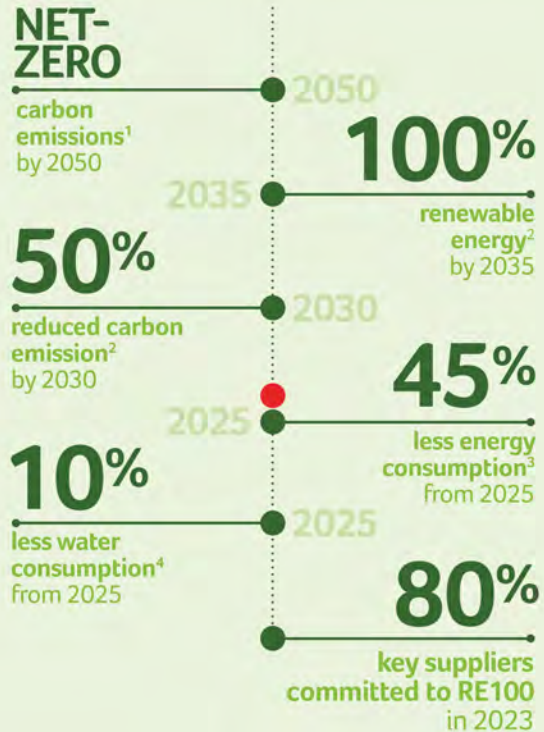


ESG TARGETS

Our goal is to build a resilient company for a sustainable future. Our business objectives include:



AWARD-WINNING SUSTAINABILITY

EcoVadis-Medal

We received the EcoVadis Gold Medal for our sustainability performance with a score of 81, placing us among the top 5% of companies in our industry.



¹ Targets submitted to the Science Based Targets initiative (SBTi)

² Compared with the 2019 base year

³ Compared with 2016

⁴ Compared with 2018



AHRENSBURG

Find us here!



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**

acer
for business

WE ARE ACER

HUMAN
SERVICE-COMMITTED
PRACTICAL



SERVICE 2026

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 SEKUNDEN

on hold for over 80 % of all calls

~ 94 %

same-day e-mail processing

96.000+

transactions resolved / year

> 90 %

customer satisfaction

CHAMPION
SINCE 2014



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

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

39.000+

service requests processed

< 7 ARBEITSTAGE

average repair time

ISO 9001:2015

certified - consistently since 2013