

WIZARD™ Premium Service Plans



Wizard is proud to be known for providing the BEST technical support in the custom picture framing industry since 1994!

As a Wizard Premium Service Plan subscriber, you can relax and always feel secure knowing that our technical support team is standing by. We go above and beyond to answer all your questions and provide helpful guidance.

Whether you need assistance with troubleshooting, training your staff, equipment repair, custom art creation, or just want to schedule an on-site visit to tune up your machine, you can be confident that our highly knowledgeable experts will be there for you when you need them.

With a Premium Service Plan, even out-of-warranty machine parts are covered! Experience the absolute best technical support in the industry, led by Wizard's team of highly trained, USA-based experts.

"The Essential service plan saved my deadline when I needed a replacement part. I appreciated the fast customer service and free 2nd Day Air shipping. I have told several shops recently that they must have a Wizard service plan!"

DONNA BAIDEY
2 C Custom Framing

"Having the Essential plan assures we will be able to meet the needs and demands of our customers. The best part is never having to worry that we're going to be down for any length of time. Getting the Essential service plan from Wizard is the best thing we ever did!"

JIM DATTILE
Metaverse

"Tech support was exceptional in walking me through the various cutting and setup procedures. Overall I am very happy with my Essential service plan!"

JOHN FOSTER
Foster's Frame & Art Gallery

INCLUDED BENEFITS

ONLINE HELP CENTER

24/7 access to our Knowledge Base & FrameShop™ information featuring user manuals, technical information on Wizard products, answers to FAQs, and useful tips on how to use our software, hardware and accessories.

UNLIMITED PHONE & EMAIL SUPPORT

We take pride in providing the best technical support in the industry! As the only CMC brand manufactured and supported in the USA, you'll appreciate working with our team of highly knowledgeable and helpful experts.

FRAMESHOP™ SOFTWARE LICENSE

Get regular automatic updates in our FrameShop™ Visualize Design & Cut software. Be the first to experience new software features, performance improvements, and receive bug fixes as soon as they're released.

VENDOR MATERIALS DATABASE

Stay up to date with access to our extensive database of industry vendor-supplied pricing and specifications for matboard and moulding lines, with ongoing updates as new information becomes available.

WIZARD UNIVERSITY

Take advantage of exclusive access to our continually growing collection of online education courses from our expert instructors, covering a variety of topics suitable for both beginner and advanced Wizard CMC users.

DISCOUNTED REPLACEMENT PARTS

Receive a discount of 10% off the retail price on replacement parts needed for your Wizard CMC (excluding standard consumable items)

FREE REPLACEMENT PARTS - Terms & Conditions Apply

Enjoy a total peace-of-mind ownership experience featuring complete hardware coverage for your Wizard CMC with FREE replacement parts (excluding standard consumable items).

FREE 2-DAY SHIPPING ON PARTS & CONSUMABLES - Terms & Conditions Apply

Ensure you are always up and running! FREE 2-day shipping on parts, blades, and accessories (discounted next-business day shipping is also available if needed).

PREVENTATIVE MAINTENANCE VISIT - Scheduling Subject to Availability

In-person on-site visit to your shop by our technician to perform a tune up on your Wizard CMC and provide some one-on-one time for Q&A or training (includes 1 on-site visit per year).

CUSTOM CUTART™ CREATION

Save time and have one of our Wizards do the work for you! Our software experts will create custom CutArt™ designs of your choice with unlimited cutting (includes 2 CutArt projects per year).

BASIC

Most Popular!
ESSENTIAL

ULTIMATE



N/A

N/A



\$75/MONTH

\$110/MONTH*
\$125/MONTH**

\$225/MONTH*
\$250/MONTH**



WIZARD

Learn more at wizardcutters.com or call 425-551-4300 to speak with a representative.



Premium Service Plans

Scan for more details about our affordable annual subscriptions with monthly billing!

* First initial opt-in of Premium Service Plan (within Warranty Period or at Renewal of existing plan) -

** Lapsed coverage of any duration (outside Warranty Period)