



## **Getac RUGGED PRODUCT Five (5) Year WARRANTY CARD**

- 1.** Getac rugged product is warranted for five years (60 months), and the battery supplied with Getac product warranted for 12 months from the date of purchase. The five year warranty applied product list and full explanation of the terms and conditions are contained on Getac's web site. Subject to the conditions of this warranty, Getac or its Authorized Service Provider will perform necessary service on the product without charge for parts or labor if, in the opinion of Getac, the product is found to be faulty within the warranty period.
- 2.** This warranty only applies to products sold by Getac or its Authorized Distributors or Dealers and only where the products are used and serviced within USA or its Authorized Service Provider's territories. Warranty coverage only applies to service carried out by a Getac Authorized Service Provider and only if valid proof of purchase or COC (Certificate of Conformance) is presented when warranty service is requested.
- 3.** This warranty only applies if the product has been installed and used in accordance with the Getac's recommendations (as noted in the User Manual) under normal use and reasonable care (in the opinion of Getac). The warranty covers normal use only and does not cover damage, malfunction or failure resulting from use of incorrect voltages, accident, misuse, neglect, abuse, mis-adjustment of customer controls, alter or repair by unauthorized persons, exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.
- 4.** The warranty includes the repair or replacement of faulty parts within the product with items that are functionally equivalent to that as originally supplied or better - including new or refurbished parts or units- solely at Getac's discretion.
- 5.** It is the customer's responsibility to backup all data from the hard disk drive before sending equipment for repair. If a problem is related to the hard disk drive, or the hard disk drive has to be replaced, Getac will only reload the factory pre-installed software for the product onto the replacement drive.
- 6.** Please note that freight to your nearest Getac Authorized Service Provider must be arranged by you. Please ensure your unit is properly packed for return to the service location.
- 7.** If warranty service is required you should:
  - Check the Getac web site for latest warranty contact <http://www.Getac.com>, use the Service/ Web RMA
  - Prepare purchase receipt or COC as proof of purchase date and system serial number that will be required by the Authorized Service Provider.
  - In any instance in which Getac issues a Return Material Authorization Number, Getac must receive the product(s) for repair prior to the expiration of the warranty period in order for the repair(s) to be covered by the standard warranty service.

## 8. General Provisions

THIS STANDARD WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM COUNTRY TO COUNTRY (OR JURISDICTION TO JURISDICTION). Getac'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS STANDARD WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD.

Getac DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS STANDARD WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE.

**THIS WARRANTY CARD AND PROOF OF PURCHASE SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES BEFORE WARRANTY SERVICES ARE RENDERED.**

If you require assistance regarding warranty conditions or any other enquiries,

- Check the Getac web site for latest warranty contact details

<http://www.getac.com>

- Getac Global Service & Support:

E-Mail: [support@getac.com](mailto:support@getac.com)

### **Getac Worldwide Service Centers:**

#### **Getac (Getac North America Service Center)**

43 Tesla

Irvine, CA 92618

TEL: +1-866-GO-Getac (1-866-464-3822)

#### **Getac UK Ltd (Getac Europe Service Center)**

Nedge Hill, Telford

Shropshire, TF3 3AH, United Kingdom

TEL: +44 1952 207 322

#### **Getac Technology (Kunshan) Co., LTD. (Getac APAC Service Center)**

Export Processing Zone 269,

No.2 Dadao, Changjiang South Road

Kunshan City, Jiangsu, P.R.C.

TEL: +86 512 5736 7777

#### **Getac Germany**

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