



## STANDARD WARRANTY

Our Standard Warranty package covers all system components in line with terms and conditions covering product failures under normal and anticipated usage. Extremely cost-effective, it guarantees Getac quality repairs in the event of a product failure.



**5 Years**

**Return to Base**

X500 / X500 SERVER  
V100 / V200  
E100A / E110

**3 Years**

**Return to Base**

PS236 / PS336



**5 Years**

**Pack & Collect**

B300

**3 Years**

**Pack & Collect**

S400 / Z710 / F110  
V110 / T800  
RX10 / RX10H

## WARRANTY BENEFITS

- ✓ Highest quality repair using fully qualified technicians in a customer-designed support centre
- ✓ Only genuine Getac-approved parts used in any repair
- ✓ Getac ownership and control for repair process – less hassle and customer inconvenience
- ✓ Standard and consistent repair management



SERVICE & SUPPORT = TOTAL CARE

# STANDARD WARRANTY

## WARRANTY DESCRIPTION

Standard warranty provision covers all system components in line with terms and conditions relating to failures experienced under each product's normal and anticipated usage.

- Getac is confident enough in its build quality to back its products with an industry-leading 3 or 5 year support package
- Simple but effective
- Log the RMA and the units are packed & collected next business day
- Once at our European Service Centres, repairs are efficiently processed so that products are away from your business for no more than 5 working days from receipt of RMA into a Getac Service Centre

## SERVICE UPGRADES

3 Years Pack and Collect

4/5 Years Pack and Collect

3/4/5 Year Z710 Extended Battery Service with Pack and Collect

3/4/5 Year Protection Plus (accidental damage cover) with Pack and Collect

Up to 7 Years support based on project request

## WARRANTY PROCEDURE

- Log RMA on Getac Global Support System – GSS
- A courier from Getac's logistics partner will arrive the next business day with suitable packaging to collect your device and return to our service centre
- Upon receipt of RMA unit full diagnostics will be carried out and unit will be repaired
- Unit will be soak-tested, cleaned and shipped back to required address
- The goal of Getac service is to minimise the time any unit is away from your business and so we aim to turn around all RMA units within 5 days from arrival at the Getac service facility



## HELPDESK:

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### Getac European Service Centres

Telford, UK & Brussels, Belgium