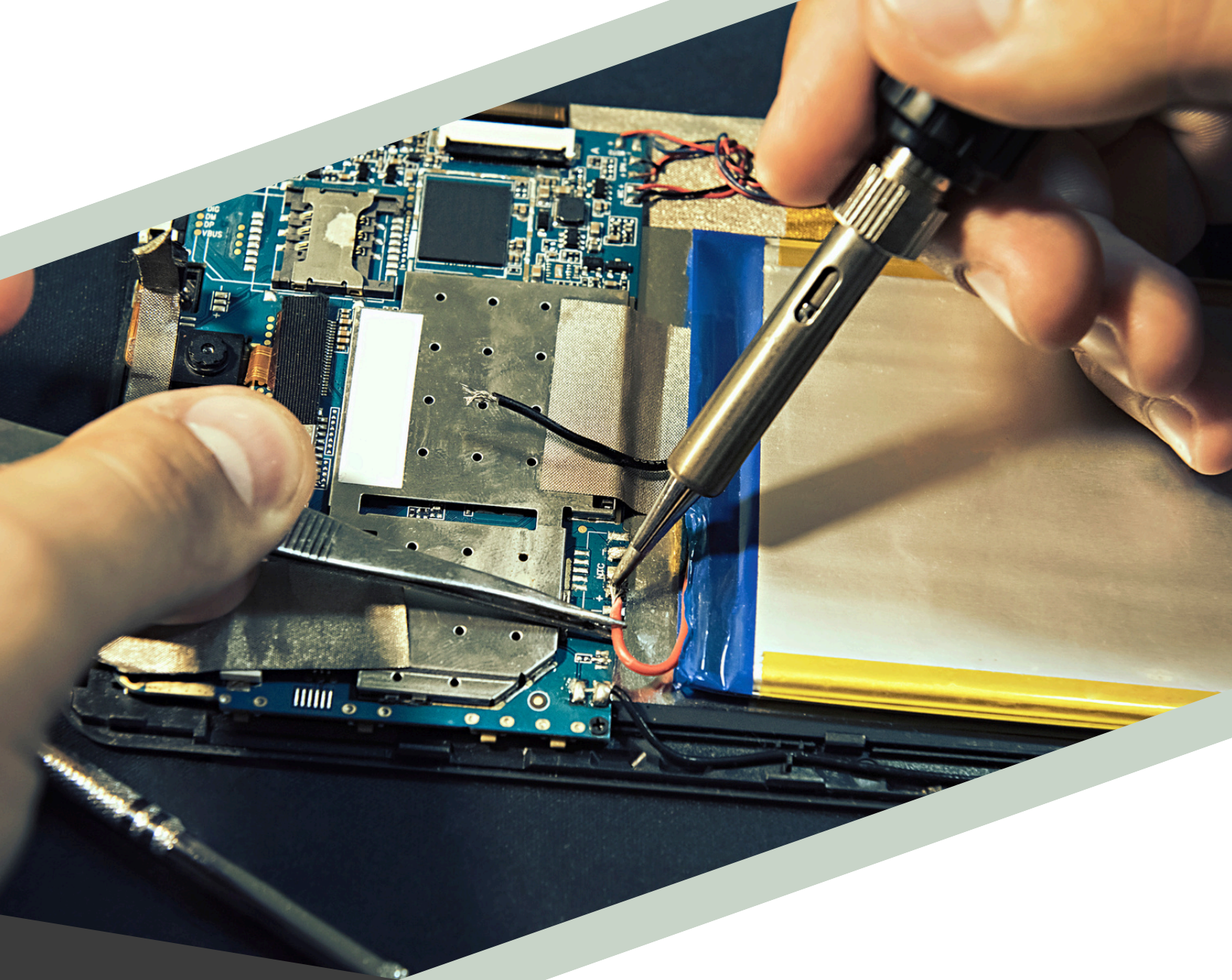


RUGGTEK

RUGGED MOBILE COMPUTER



WARRANTIES & SERVICES

Make sure to have your Ruggtek devices always function optimally.



WHY RUGGTEK

When you buy a Ruggtek device you are assured of getting a rugged, well-made computer capable of running 24/7, with 2-Years warranty, extendable up to 5 years, an additional coverage that includes accidental damages, and a technical customer care to help the user to solve any operational issues.

ADVANCED COVERAGE

Optimize the protection of Ruggtek devices from any disruption in the field, ensuring maximum efficiency for you and your business.

- ✓ Complete coverage for manufacturing defects
- ✓ Coverage for accidental damage, thus avoiding repair costs outside the warranty
- ✓ Total protection of your investment and no surprises, regardless of breakdowns or accidents.
- ✓ Technical support and assistance with returning goods
- ✓ Download area with access to documentation and software
- ✓ Exclusive use of original Ruggtek spare parts in every repair
- ✓ Professional repairs carried out by qualified technicians
- ✓ Receipt of an identical or superior replacement unit if the device cannot be repaired
- ✓ Minimization of potential repair and recovery costs
- ✓ Return delivery to your location

Features	Warranty Ruggtek	Extended Warranty Ruggtek	Ruggtek Easycare Service
Contract Length	2 years	3 or 5 years	3 or 5 years
Download area on website ruggtek.com	✓	✓	✓
On-line access to documentations and software	✓	✓	✓
Technical Support by phone	Mon-Fri, excluding holidays	Mon-Fri, excluding holidays	Mon-Fri, priority
Technical Support by email	customerservice@ruggtek.com	customerservice@ruggtek.com	customerservice@ruggtek.com
Return Material Authorization (RMA) support	✓	✓	✓
Manufacturer Defects	✓	✓	✓
Components Repair or Replace	✓	✓	✓
Device Diagnostic service	✓	✓	✓
Accidental Damages			✓
HDD/SSD Diagnostic and replace service			✓
Battery Replacement	Optional	Optional	✓
Accessory Replacement			✓
OS recovery/reinstallation			✓
OS updates/patches			✓
Repair turnaround time (TAT)	10 business days	10 business days	5 business days
Device Collection service			Optional
Return shipping	Ground or Air	Ground or Air	Ground or Air
Recycling	✓	✓	✓

WARRANTY TERMS

All Ruggtek devices come with a standard 2-year warranty.

To extend the life cycle of your device and increase your return on investment (ROI), Ruggtek provides up to three additional years of coverage.

1.0 The standard term of the legal warranty for business-to-business sales, according to the European civil code, is one year from the date of delivery of the goods.

For standard products (i.e., devices listed in the official price list in effect at the time of purchase), Ruggtek grants a free 12-month extension, giving the Customer a total warranty of two years.

The date on Ruggtek invoice indicates the start of the warranty period.

1.1 For computers (i.e., PCs with CPUs), it's possible to purchase an extension warranty for 1 or 3 years, only at the time of the purchase of the device; it is not possible to process the request after the purchase and it won't be possible to renew the coverage.

1.2 The battery, being a consumable product, is limited to 12 months warranty from the invoice date as recorded by Ruggtek, regardless of whether it is integrated into the device or purchased separately as a spare part. It's possible to purchase an additional battery cover, 1 or 2 years, only at the time of the purchase of the device; it is not possible to process the request after the purchase and it won't be possible to renew the coverage.

1.3 The Customer can't transfer the Ruggtek warranty to third parties or other Ruggtek products because each coverage is linked to a specific model, part number and serial number.

1.4 The warranty service will not be valid in the event of non-payment by the Customer of the price of the product and the price of the warranty extension.

1.5 These terms and conditions constitute Ruggtek sole warranty. Any other terms or conditions agreed with distributors, retailers, points of sale, including professional users, small and medium-sized enterprises, large companies, and public administrations, are therefore excluded.

2.0 The warranty is valid only if the product was sold by Ruggtek or one of its authorized distributors or retailers. The service covers repairs resulting from manufacturing defects found during normal use.

2.1 Ruggtek, or the service provider authorized by Ruggtek, will carry out repairs in accordance with the following conditions:

- a) During the coverage period, you have unlimited repairs;
- b) No amount will be charged for repaired or replaced components;
- c) The parts will be repaired or replaced at Ruggtek discretion;
- d) Any Product requiring more than one major part (deemed to be of LCD touch screen, mainboard, chassis) may be replaced with brand new (identical or higher) or refurbished at Ruggtek discretion;
- e) Repair time: 10 working days from depot receipt;
- f) Defective components that will be replaced will remain the property of Ruggtek.

2.2 Ruggtek guarantees the repaired or replaced components for the residual period of the initial warranty term applicable to the original Product; In any case for 30 days from the date of replacement of the same.

3.0 Any right of the Customer relating to the standard warranty and the extended warranty shall be excluded in the case of

- a) errors or damage resulting from improper use, including carelessness, abuse, negligence;
 - b) damage attributable to force majeure, including, but not limited to, exceptional weather events, landslides, lightning strikes, and floods;
 - c) damage caused by incorrect power supply voltages, power surges, or incorrect power sources;
 - d) storage and operating (use) environments that are inadequate and inconsistent with specifications;
 - e) loss or theft;
 - f) fire;
 - g) introduction of liquid or other foreign matter into the Ruggtek product; including using of the chemical and corrosive products to clean it;
 - h) inappropriate maintenance or use of non-original spare parts;
 - i) unauthorized modifications or alterations to the device, including removal or deletion of the model, serial number or part number
 - l) installation, updating, or configuration of the operating system.
 - m) the consumables such as, but not limited to, batteries, carrying handles, screen protectors, screws;
 - n) the parts subject to wear and tear, including, but not limited to, cables, chargers, HDD/SSD storage units, fans, keyboards & mouse;
 - o) the accessories that complete the supply, such as cradles, charging bases, and mounting brackets, as Ruggtek grants the standard one-year legal warranty period.
- 3.1 In the event that the returned product is not defective or does not fall within the terms of the warranty, Ruggtek may, at its discretion, request a fee of €150.00, in addition to legal taxes, as reimbursement for the time spent diagnosing the problem and preparing the documentation for each product for which the service was requested.
- 3.2 Ruggtek does not assume any obligation or guarantee regarding the software used in the product for which the Customer will only be able to benefit from the guarantees granted directly by the third manufacturer.
- 3.3 the Customer is responsible for securing data, files and software on the storage unit (HDD or SSD); Ruggtek disclaims any liability in the event of loss or following the reformatting and reinstalling of the operating system on the device.

4.0 To start the procedure follow Ruggtek "Return Policy."

BATTERY PROTECTION TERMS

Despite Ruggtek batteries quality and their capability to operate for an entire day, deterioration over time is inevitable. If battery performance falls below 50% of its original capacity, we offer additional coverage and replacement.

1.1 The purchaser may request additional battery coverage, for 1 or 2 years, together with the purchase of the device; it is not possible to process the request after purchase and it will not be possible to renew the coverage.

1.2 The Customer can't transfer the Ruggtek warranty to third parties or other Ruggtek product because any cover is linked by model, part number and serial number.

1.3 The warranty service will not be valid in the event of non-payment by the Customer of the price of the battery and the price of the warranty extension.

1.4 These terms and conditions constitute Ruggtek sole warranty. Any other forms or terms agreed with distributors, retailers and third parties (including professional users, small and medium-sized enterprises, large companies and public administration) are excluded.

2.0 The warranty is valid only if the battery was sold by Ruggtek or one of its authorized distributors or retailers. The service covers repairs resulting from manufacturing defects found during normal use.

2.1 Ruggtek, or the service provider authorized by Ruggtek, will replace the battery in accordance with the following conditions:

- a) The battery will be replaced if its performance falls below 50% of its charging capacity;
- b) During the coverage period, repairs are unlimited;
- c) Devices covered by this service are entitled to receive one battery per year for the duration of the warranty;
- d) Repair time: 5 working days from depot receipt;
- f) Defective battery that will be replaced will remain the property of Ruggtek.

2.2 Ruggtek guarantees the replacement battery for the remaining period of the initial warranty applicable to the original Product; in any case, for 30 days from the date of replacement.

3.0 Any rights of the Customer relating to the extended battery warranty shall be excluded in the following cases:

- a) errors or damage resulting from improper use, including carelessness, abuse, negligence;
- b) damage attributable to force majeure, including, but not limited to, exceptional weather events, landslides, lightning strikes, and floods;
- c) damage caused by incorrect power supply voltages, power surges, or incorrect power sources;
- d) storage and operating (use) environments that are inadequate and inconsistent with specifications;
- e) loss or theft;
- f) fire;
- g) introduction of liquid or other foreign matter into the Ruggtek product; including using of the chemical and corrosive products to clean it;
- h) inappropriate maintenance or use of non-original spare parts;
- i) unauthorized modifications or alterations to the device, including removal or deletion of the model, serial number or part number

3.1 In the event that the returned battery is not defective or does not fall within the terms of the warranty, Ruggtek may, at its discretion, request a fee of €70.00, in addition to legal taxes, as reimbursement for the time spent diagnosing the problem and preparing the documentation for each product for which the service was requested.

4.0 To start the procedure follow Ruggtek "Return Policy."

RUGGTEK EASYCARE

Ruggtek EasyCare service provides comprehensive protection to ensure your device always works effectively. The service covers manufacturing defects, accidental damage, battery replacement, operating system updates, and more.

1.0 Ruggtek EasyCare service is an additional coverage on top of the standard product warranty; the service is applicable to a standard computer (i.e., a computer or calculator with a CPU listed on the official price list in effect at the time of purchase).

The date on the Ruggtek invoice indicates the start of the service.

1.1 The purchaser may purchase the EasyCare service, for 3 or 5 years, together with the purchase of the device; this request cannot be processed after purchase and it will not be possible to renew the coverage.

1.2 The Customer can't transfer the Ruggtek EasyCare to third parties or other Ruggtek product because any cover is linked by model, part number and serial number.

1.3 The EasyCare coverage will not be valid in the event of non-payment by the Customer of the price of the product and the price of the service.

1.4 These terms are the only additional EasyCare coverage provided by Ruggtek. Any other forms or terms agreed with distributors, retailers and third parties (including professional users, small and medium-sized enterprises, large companies and public administration) are excluded.

2.0 The EasyCare service is valid only if the product was sold by Ruggtek or one of its authorized distributors or retailers. The service covers both repairs resulting from manufacturing defects and repairs resulting from accidental damage, as well as any battery and accessory replacements.

2.1 Ruggtek, or the service provider authorized by Ruggtek, will carry out repairs in accordance with the following conditions:

a) During the coverage period, repairs resulting from manufacturing defects are unlimited; parts will be repaired or replaced at Ruggtek discretion;

b) Repairs resulting from accidental acts, i.e., at a given time and place, the device stops functioning normally and its usability is compromised due to mishandling or unforeseen and unintentional external events. Ruggtek will intervene in the event of:

- breakage of the screen or touch screen glass that compromises the functionality of the product;
- breakage of the power button or buttons that compromises the use of the product;
- software damage that may prevent the operating system from starting;
- damage to the HDD/SSD storage unit that compromises the use of the product's peripherals.

Such interventions are limited to a maximum of one claim per year for the entire duration of the coverage; if the claim is approved, the customer will receive repair or replacement of the parts at Ruggtek discretion.

c) In the event that the battery performance falls below 50% of its charging capacity, it will be replaced with a maximum limit of one battery for the entire duration of the coverage;

d) During the intervention, if the accessories for transporting the device show excessive wear, they will be replaced with a maximum limit of one replacement for the entire duration of the coverage;

e) Any product requiring the replacement of more than one main part (considered as touch screen, motherboard, chassis) may be replaced with a new (equal or superior) or refurbished part at Ruggtek discretion;

f) Repair time: 5 working days from depot receipt;

g) Defective components that will be replaced will remain the property of Ruggtek.

2.2 Ruggtek guarantees the repaired or replaced components for the residual period of the initial warranty term applicable to the original Product; In any case for 30 days from the date of replacement of the same.

3.0 Any rights of the Customer relating to EasyCare additional coverage shall be excluded in the following cases:

a) cosmetic damage that does not compromise the functionality of the device itself, such as, but not limited to, scratches, dents, discoloration, and small cracks;

b) intentional or malicious errors or damage;

c) damage attributable to force majeure, including, but not limited to, exceptional weather events, landslides, lightning strikes, and floods;

d) damage caused by incorrect power supply voltages, power surges, or incorrect power sources;

e) storage and operating (use) environments that are inadequate and inconsistent with specifications;

f) loss or theft;

g) fire;

h) inappropriate maintenance or use of non-original spare parts;

i) unauthorized modifications or alterations to the device, including removal or deletion of the model, serial number or part number

l) configuration of the operating system.

m) software installation or configuration (other than the Operating System);

n) the consumables such as, but not limited to, screen protectors, screws;

o) the parts subject to wear and tear, including, but not limited to, cables, chargers, HDD/SSD storage units, fans;

p) the accessories that complete the supply, such as cradles, charging bases, and mounting brackets, as Ruggtek grants the standard one-year legal warranty period.

3.1 In the event that the returned product is not defective or does not fall within the terms of the EasyCare warranty and service, Ruggtek may, at its discretion, request a fee of €150.00, in addition to legal taxes, as reimbursement for the time spent diagnosing the problem and preparing the documentation for each product for which the service was requested.

3.2 Ruggtek does not assume any obligation or guarantee regarding the software used in the product for which the Customer will only be able to benefit from the guarantees granted directly by the third manufacturer.

3.3 the Customer is responsible for securing data, files and software on the storage unit (HDD or SSD); Ruggtek disclaims any liability in the event of loss or following the reformatting and reinstalling of the operating system on the device.

4.0 To start the intervention procedure follow Ruggtek "Return Policy."



Ruggtek reserves the right to make changes at any time without notice.
The information contained in this document is subject to periodic review.
The most current revision can be found on the website at www.ruggtek.com.



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