



Warranty Extension

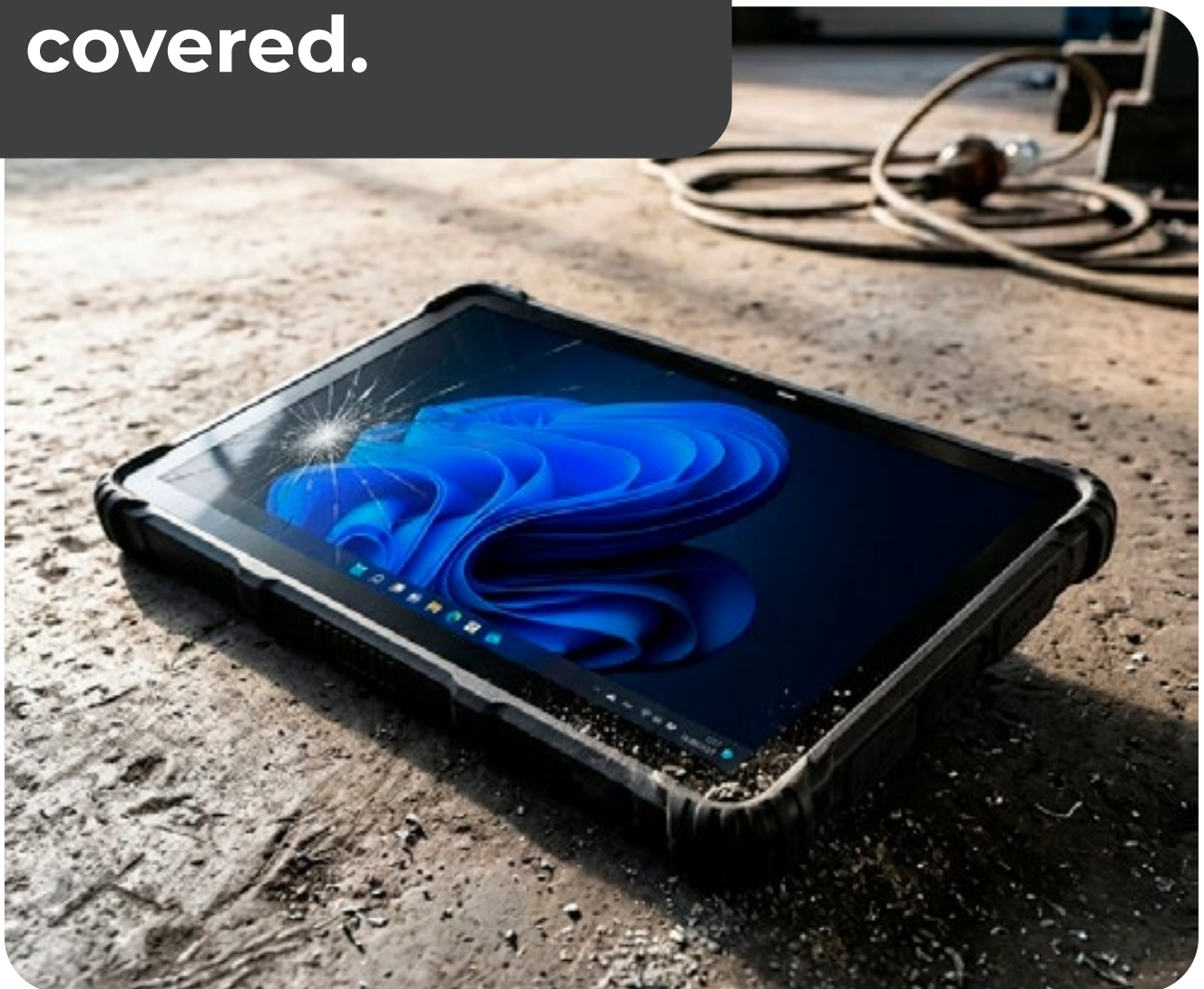
Manufacturing defects
up to 5 years



EasyCare

Full coverage including accidental damage
up to 5 years

**Your device,
covered.**



EASycare & Warranty

Protect your investment, up to 5 years.

Every Ruggtek device comes with a standard 2-year warranty and direct access to our technical customer care team — so you can keep your devices running 24/7 with the confidence of professional support. To extend your coverage and maximise your return on investment, choose between two levels of protection, both purchasable at the time of device order. All plans include access to the download area, repairs carried out by qualified technicians using original Ruggtek spare parts, and replacement with an identical or superior unit if the device cannot be repaired. Upgrade to EasyCare for full accidental damage coverage and priority support — total protection, no surprises, regardless of breakdowns or accidents.

FEATURES	WARRANTY	WARRANTY EXTENSION	EASycare
Contract length	2 years	3 or 5 years	3 or 5 years
Access to the download area on ruggtek.com	✓	✓	✓
Online access to documentation and software	✓	✓	✓
Technical support by phone	Mon–Fri, excl. holidays	Mon–Fri, excl. holidays	Mon–Fri, priority
Technical support by email	✓	✓	✓
Return Material Authorization (RMA) support	✓	✓	✓
Manufacturing defects	✓	✓	✓
Components repair or replace	✓	✓	✓
Device diagnostic service	✓	✓	✓
Accidental damage	✗	✗	✓
HDD/SSD diagnostic and replace	✗	✗	✓
Battery replacement	Optional	Optional	✓
Accessory replacement	✗	✗	✓
OS recovery/reinstallation	✗	✗	✓
OS updates/patches	✗	✗	✓
Repair turnaround time	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	✓	✓	✓