



Getac One (1) Year Accessory and Solution Warranty Card



245884500001 R00

MODEL:

SN:

Getac's warranty obligations for this hardware product are limited to the terms set forth below:

Getac warrants this Getac-branded office docks, video and camera products, recording devices, batteries, accessories, and hardware parts against defects in materials and workmanship under normal use for a period of One (1) YEAR from the date of purchase by the original end-user purchaser ("Warranty Period"). 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 Getac's Authorized Service Providers territories. Warranty coverage only applies to service carried out by a Getac Authorized Service Provider.

If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Getac will either repair the defect at no charge, using new or refurbished replacement parts, or exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product or part, including a user installable part that has been installed in accordance with instructions provided by Getac, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement product becomes your property and the replaced item becomes Getac's property. Parts provided by Getac in fulfillment of its warranty obligation must be used in products for which warranty service is claimed.

Exclusions and Limitations

This Limited Warranty applies only to Getac-branded hardware products manufactured by or for Getac that can be identified by the "Getac" trademark, trade name, or logo affixed to them (excluding its standard AC adaptors & power cords). The Limited Warranty does not apply to any non-Getac hardware products, co-branded hardware products (whether or not displaying a "powered by Getac" trademark, trade name, or logo affixed to them) or any software, even if packaged or sold with Getac hardware. Manufacturers, suppliers, or publishers, other than Getac, may provide their own warranties to the end user purchaser, but Getac, in so far as permitted by law, provides their products "as is".

This warranty does not apply to:

- (a) loss or theft;
- (b) fire;
- (c) submersion;
- (d) acts of god;
- (e) acts of war;
- (f) virus-inflicted damage;
- (g) intentional misuse or abuse;
- (h) improper maintenance or modification by anyone other than Getac or a Getac Authorized Service Provider;
- (i) a product or part that has been modified to alter functionality or capability without the written permission of Getac;
- (j) a product on which any Getac serial number has been removed or defaced;
- (k) data recovery from hard drive failure;
- (l) all consumable items; such as screen protection films, logo badges, labels, cleaning cloths, carry cases, manuals, cables, straps, belts, holsters, tethers, stylus, digitizer pens and harnesses and any other options and accessories not listed above or covered under a separate warranty.
- (m) cosmetic damage that does not affect the functionality of the office dock, vehicle dock, video and camera product, recording devices, accessory or hardware part, including but not limited to scratches, dents and numerals, letters, icons and symbols silkscreened onto unit keycaps and numerals, letters, icons and symbols silkscreened onto unit cabinet;
- (n) shipping damage (m) is the responsibility of the shipper
- (o) negligence
- (p) damage from accidents
- (q) operation of product outside the published environmental or electrical parameters
- (r) use of supplies or parts not meeting Getac's specifications or user manual(s)

THIS PRODUCT IS NOT INTENDED FOR USE AS OR PART OF NUCLEAR EQUIPMENT/SYSTEMS, AIR TRAFFIC CONTROL EQUIPMENT/SYSTEMS, OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS, OR ANY OTHER SYSTEMS THAT REQUIRE FAIL-SAFE PERFORMANCE. GETAC WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES. AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS include class 2 Electronic Flight Bag (EFB) Systems and Class 1 EFB Systems when used during critical phases of flight (e.g., during take-off and landing) and/or mounted onto the aircraft. Class 1 EFB Systems and 2 EFB Systems are defined by FAA:AC (Advisory Circular) 120-76A or JAA: JAA TGL (Temporary Guidance Leaflets) No. 36.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED. AS PERMITTED BY APPLICABLE LAW, GETAC SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF GETAC

CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY GETAC IN ITS SOLE DISCRETION. No Getac reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, GETAC IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH GETAC PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. GETAC DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF THE PROGRAMS OR DATA.

Obtaining Warranty Service

Please access and review the online help resources at www.getac.com before requesting warranty service. If the product is still not functioning properly after making use of these resources. A Getac representative will help determine whether your product requires service and, if it does, will inform you how Getac will provide it. Getac will provide warranty service on products that are tendered or presented for service during the warranty period, as permitted by law. In accordance with applicable law, Getac may require that you furnish proof of purchase and/or comply with registration requirements before receiving warranty service. You may be responsible for shipping and handling charges to obtain service under this warranty.

In any instance in which Getac issues a Return Material Authorization Number (RMA #), 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 limited warranty service.

If your product is capable of storing data or software programs, you should make periodic backup copies of the data and programs contained on the product's hard drive or other storage media to protect your data and as a precaution against possible operational failures.

Before you deliver your product for warranty service, it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords.

You will be responsible for reinstalling all such software, data and passwords. Getac and its authorized service providers are not liable for any damage to or loss of any programs, data or other information stored on any media, or other non-Getac product or part not covered by this warranty. Recovery and reinstallation of system and application software and user data are not covered under this limited warranty.

For Australian only:

[The Australian Consumer Law Schedule 2 Chapter 1 Section 3] Meaning of consumer- Acquiring goods as a consumer "(1) A person is taken to have acquired particular goods as a consumer if, and only if: (a) the amount paid or payable for the goods, as worked out under subsections (4) to (9), did not exceed: (i) \$40,000; or (ii) if a greater amount is prescribed for the purposes of this paragraph- that greater amount; or (b) the goods were of a kind ordinarily acquired for personal, domestic or household use or consumption; or (c) the goods consisted of a vehicle or trailer acquired for use principally in the transport of goods on public roads. (2) However, subsection (1) does not apply if the person acquired the goods or held himself or herself out as acquiring the goods: (a) for the purpose of re-supply; or (b) for the purpose of using them up or transforming them in trade or commerce: (i) in the course of a process of production or manufacturer; or (ii) in the course of repairing or treating other goods or fixtures on land."

[Australia's Competition and Consumer Regulation Sec.90 (2)] "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

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

Getac

Check the **Getac web site** for latest warranty contact details
http://www.getac.com

North America

Getac USA
(Getac USA Service Center)
15495 Sand Canyon Rd., Suite 350 Irvine, CA 92618 USA

United Kingdom & Europe

Getac UK Ltd.
(Getac Europe Service Center)
Getac House, Stafford Park 12, Telford, Shropshire, TF3 3BJ, UK

China & Asia

Getac Technology (Kunshan) Co., Ltd.
(Getac APAC Service Center)
Jiagongqu Building, No.300 1st Avenue,
Jiagongqu Dist. Kunshan, Jiangsu, China
(Export Processing Zone)

Signature of Channel/Reseller

Date:

Getac 產品保固說明卡

1. 保固範圍

Getac保證Getac系列產品在保固期間內沒有任何材料和製造上的瑕疵。產品若於保固期內確實有材料或製造上的瑕疵，Getac將負責維修或更換相同類型之產品。本條款保固標的，僅適用客戶於中華民國地區合法通路購買及使用之Getac系列產品，概依客戶購買時產品規格與所附之保固條件為準；超出保固服務範圍或期限者，其維修、收費事宜，請洽Getac所屬直營維修中心及授權維修中心。

*Getac產品保固年限，請參照Getac官方網站 <http://tw.getac.com>

自購買日起一年內，正常使用下故障均享有「人工」與「零件」免費維修服務。

電源變壓器 以及隨機電池為消耗性產品，隨時間和使用次數而損耗系自然現象，提供客戶自機器購買日起十二個月的保固服務。

2. 保固服務

保固期間內客戶因申請維修服務而至Getac所屬直營維修中心及授權維修中心，請檢具相關保固證明，以利快速作業。保固期認定方法如下：

1) 檢視保固卡或購買憑證：為確保客戶的權益，購買時請要求經銷商在保固卡上填寫購買日期並蓋印店章。客戶應妥善保管產品保固卡或相關的購買證明（發票），並於保固期間內申請維修服務時，檢具該保固卡或相關購買證明。

2) 直接辨視：無保固卡或購買憑證提供時，Getac即以產品序號標籤所示之製造月（製造月份份算第一個月）加一個月為保固起始月。例如製造月份為20XX年1月，保固起始月為20XX年2月。

3) 故障「產品」所取下之零件其所有權歸屬於Getac；Getac可使用不同廠商製造之全新及 / 或處理過之零件進行「產品」之維修。

3. 非保固範圍

下列情況非屬本保固範圍內，惟基於服務客戶之立場，Getac所屬直營維修中心及授權維修中心仍將提供維修服務，但得酌收材料和服務費用。

1) 因意外、人為破壞、不當使用或安裝以及自行變更零件造成的損壞使用者的濫用、誤用、疏忽、維修或擅自修改，或經非Getac所屬或授權服務中心之技術人員維修或拆裝。

2) 非可歸責於產品材料製造瑕疵的損害例如：水災、火災、颱風、雷擊、電源問題、運送碰撞及使用後所產生的污漬或表面刮傷、變形、破損等。

3) 非於Getac合法經銷管道所購買之產品，或使用非法軟體或病毒所造成之損壞。

4) 送Getac維修前，請務必確定已取出所有非Getac產品所附的硬體、軟體、零件、選購品、改裝品或附屬物等不屬於保固項目者，Getac將不負責這些項目的毀損或遺失。Getac產品本身並無任何故障或缺陷，異常現象來自於外接之其它附件、產品、相關或週邊設備所致時，將不適用於本保固服務。

5) Getac不負責客戶硬體資料救援和保管，請客戶於送修前，務必先行備份儲存媒體（如硬碟、快閃記憶體等）等資料。檢修流程中所導致儲存媒體（如硬碟、快閃記憶體等）資料遺失或損壞、刪除或以任何方式被修改，Getac不負擔任何責任。維修完畢後，將以您購買時之原廠安裝歸還予您（視維修完畢時原廠出廠安裝之軟體而定）。

6) 若非使用原廠變壓器及原廠電池的情形下，造成機器損壞，則屬人為損壞，不列入保固條件中

7) 消耗性物品（如電池隨時間和使用而產生之耗損）、配件產品（如包裝材、線材、遙控器、說明書等）及隨機贈品非保固項目，如：背包、耗材、滑鼠、會場贈品等，及所有無償提供產品與備件之損壞或遺失。

8) 產品序號標籤或保固/防拆標籤經更改或破損，或產品序號不符或破損不清楚，如遭撕毀、汙損、移除、修改、塗改或破裂者。

9) 無售後服務所需文件正本。保固卡（需填寫購買日期並加蓋經銷商店章），以及具有購買日期之購買證明。

10) 其它經Getac所屬直營維修中心及授權維修中心之技術人員於檢修流程中認定屬非本保固範圍內情況。

4. 限制條款

1) 本產品必須搭配符合工業標準之其它設備來使用。Getac對於因其它廠商之設備所引起的損壞，將不負保固之義務。對於任何伴隨之間接、附帶的損壞、利潤、商業投資及商譽之損失，或因數據遺失所造成之損害，以及搭配本產品之其它公司設備之損壞或故障，Getac亦不負賠償之義務。受相關法律之約束，本限制條款不適用非法的或無法執行之情形。

2) 上述是Getac產品的完整保固條款，此條款將可替代所有其它口頭或書面的保固。除了上面所陳述的產品保固之外，Getac就其產品將不提供未在此陳述內的其它保固，在法令所允許的程度上，任何包含但不限於，具暗示性的不侵害，可銷售或特殊目的之保證，將不予承認。

3) 無論是明示或暗示性的保固條件，將僅限於前述之保固期間內有效，某些區域、州（省），國家或其它司法管轄區域之法令，不允許暗示性保固之責任排除，保固終身之廣告宣傳或對保固持續期間長短之限制。

Getac產品並未授權用於生命維持設備及其零配件，或因產品故障或瑕疵會造成人身受傷或死亡所可能發生情況的一切相關應用。

4) Getac對任何人的死亡或傷害，對任何物的損害或產品被應用在，包括但不限於，軍事或軍事相關設備、交通控制設備、災害預防系統和醫療或醫療相關設備免除一切責任。如果有這樣的使用意圖與目的，請務必與Getac聯繫，為上述應用找尋適當的零組件。本免責聲明目的並不是限制或排除因Getac本身過失或不實陳述而造成死傷的責任。

5) 在法律允許的最大範圍，Getac對Getac產品的購買者或終端使用客戶，因購買、使用或無法使用Getac產品造成之任何損害、費用支出、資料喪失、收入損失、儲款損失、盈利損失，或任何其它意外或間接損害之發生，將免除責任，既使Getac被告知了損害發生的可能性亦同。

當您發現Getac產品故障時，請檢具產品保固卡正本或相關的購買證明（發票），並於保固期間內向本產品之經銷商或任一Getac所屬直營維修中心及授權維修中心申請維修服務，可快速得到Getac的服務。

5. 全省到府收送服務

本公司為服務無法親臨維修中心的顧客更便捷的服務，於保固期間內，提供全省免費到府收送服務。

惟離島和偏遠地區則不在本服務範圍內。

Getac 产品保修说明卡

1. 保修范围

Getac保证Getac系列产品在保修期间内没有任何材料和制造上的瑕疵。产品若于保修期内确实有材料或制造上的瑕疵，Getac将负责维修或更换相同类型之产品。本条款保修标的，仅适用客户于中华人民共和国地区合法通路购买及使用之Getac系列产品，概依客户购买时产品规格与所附之保修条件为准；超出保修服务范围或期限者，其维修、收费事宜，请洽本公司客服中心。

自购买日起一年內，正常使用下故障均享有「人工」与「零件」免费维修服务。随机电池为消耗性产品，随时间和使用次数而损耗系自然现象，提供客户自机器购买日起十二个月的保修服务。

2. 保修服务

保修期间内客户因申请维修服务而至Getac维修中心，请检具相关保修证明，以利快速作业。保修期认定方法如下：

1) 检视保修卡或购买凭证：为确保客户的权益，购买时请要求经销商在保修卡上填写购买日期并盖印店章。客户应妥善保管产品保修卡或相关的购买证明（发票），并于保修期间内申请维修服务时，检具该保修卡或相关购买证明。

2) 直接辨视：无保修卡或购买凭证提供时，Getac即以产品序号卷标所示之制造月(制造月份份算第一个月)加一个月为保修起始月。例如制造月份为200X年1月，保修起始月为200X年2月。

3) 故障「产品」所取下之零件其所有权归属于Getac；Getac可使用不同厂商制造之全新及 / 或处理过之零件进行「产品」之维修。

3. 非保修范围

下列情况非属本保修范围内，惟基于服务客户之立场，Getac所屬直營維修中心及授權服務中心仍將提供維修服務，但得酌收材料和服務費用。

1) 因意外、人为破坏、不当使用或安装以及自行变更零件造成的损坏用户的滥用、误用、疏忽、维修或擅自修改，或经非Getac所属或授权服务中心之技术人员维修或拆装。

2) 非可归责于产品材料制造瑕疵的损害例如：水灾、火灾、台风、雷击、电源问题、运送碰撞及使用后所产生的污渍或表面刮伤等。

3) 非于Getac合法经销商道所购买之产品，或使用非法软件或病毒所造成之损坏。

4)送Getac维修前，请务必确定已取出所有非Getac产品所附的硬件、软件、零件、选购品、改装品或附属物等不属于保修项目者，Getac将不负责这些项目的毁损或遗失。Getac产品本身并无任何故障或缺陷，异常现象来自于外接之其它附件、产品、相关或外围设备所致时，将不适用于本保修服务。

5) Getac不负责客户硬件数据救援和保管，请客户于送修前务必先行备份储存媒体(如硬盘、闪存等)等数据。 检修流程中所导致储存媒体(如硬盘、闪存等)数据遗失或损坏、删除或以任何方式被修改，Getac不承担任何责任。维修完毕后，将以您购买时之原厂安装归还予您(视维修完毕时原厂出厂安装之软件而定)。

6) 若非使用原厂变压器及原厂电池的情形下，造成机器损坏，则属人为损坏，不列入保修条件中

7) 消耗性物品(如电池随时间和使用而产生之耗损)、配件产品(如包装材、线材、遥控器、说明书等)及随机赠品非保修项目，如：背包、耗材、鼠标、会场赠品等，及所有无偿提供产品与备件之损坏或遗失。

8) 产品序号卷标或保修/防拆标签经更改或破损，或产品序号不符或破损不清楚，如遭撕毁、污损、移除、修改、涂改或破裂者。

9) 无售后服务所需文件正本: 保修卡(需填写购买日期并加盖经销商店章)，以及具有购买日期之购买证明

10) 其它经Getac或授权服务中心之技术人员于检修流程中认定属非本保修范围内情况

4. 限制条款

1) 本产品必须搭配符合工业标准之其它设备来使用。Getac对于因其它厂商之设备所引起的损坏，将不负保修之义务。对于任何伴随之间接、附带的损坏、利润、商业投资及商誉之损失，或因数据遗失所造成之损害，以及搭配本产品之其它公司设备之损坏或故障，Getac信息亦不负赔偿之义务。受相关法律之约束，本限制条款不适用非法的或无法执行之情形。

2) 上述是Getac产品的完整保修条款，此条款将可替代所有其它口头或书面的保修。除了上面所陈述的产品保修之外，Getac就其产品将不提供未在此陈述内的其它保修，在法令所允许的程度上，任何包含但不限于，具暗示性的不侵害，可销售或特殊目的之保证，将不予承认。

3) 无论是明示或暗示性的保修条件，将仅限于前述之保修期间内有效，某些区域、州(省)，国家或其它司法管辖区域之法令，不允许暗示性保修之责任排除，保修终身之广告宣传或对保修持续时间长短之限制。

Getac产品并未授权用于生命维持设备及其零配件，或因产品故障或瑕疵会造成人身受伤或死亡所可能发生情况的一切相关应用。

4) Getac对任何人的死亡或伤害，对任何物的损害或产品被应用在，包括但不限於，军事或军事相关设备、交通控制设备、灾害预防和医疗或医疗相关设备免除一切责任。如果有这样的使用意图与目的，请务必与Getac联系，为上述应用找寻适当的零组件。本免责声明目的并不是限制或排除因Getac本身过失或不实陈述而造成死伤的责任。

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当您发现Getac产品故障时，请检具产品保修卡正本或相关的购买证明（发票），并于保修期间内向本产品之经销商或任一Getac所属或授权服务中心申请维修服务，可快速得到Getac的服务。