

01. Getac rugged product is warranted for 36 months from the date of purchase and the battery supplied with Getac product is warranted for 12 months from the date of purchase. This limited warranty is governed by the terms and conditions contained herein and the general terms and conditions of limited warranty available on Getac website <http://www.Getac.com>. Subject to the aforementioned terms and conditions, 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.
02. 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 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. The following is a list of exceptions that are NOT covered under this warranty:
  - (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, and harnesses and any other options and accessories not listed above or covered under a separate warranty.
  - (m) to cosmetic damage that does not affect the functionality of the system, 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; or
  - (n) negligence
  - (o) operation of product outside the published environmental or electrical parameters
  - (p) operation of product outside the Getac's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.
  - (p) use of supplies or parts not meeting Getac's specifications
  - (r) damage or ingress caused to a customized component, part or product modification which is not explicitly identified as a component, part or product manufactured in accordance with the specifications of any of Getac products but produced or modified solely upon customer's request and by reference to customer's instructions.
03. 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.
04. 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.
05. 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.
06. 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.

