



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
S410 / V110 / T800
RX10 / RX10H

WARRANTY BENEFITS

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

English: +44 (0)1952 207 228

German: +49 (0)211-984819-0

Italian: +39 039 617720

Getac European Service Centres

Telford, UK & Brussels, Belgium