

Unitcare Service Plan

Version 2.0

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Service Plan	Standard Warranty	Optional	Optional
Name of Plan	Ruby	Sapphire	Emerald
Length of contract¹	Standard 1 year ¹	2-4 years ²	3-5 years ²
Electronic malfunction	X	X	X
LCD defect	X ³	X ³	X
Touch panel defect	X ⁴	X ⁴	X
Housing defect	X ⁵	X ⁵	X
Excessive damage	O	O	X ⁶
Damage caused by force majeure	O	O	O
Return shipping to customer	X	X	X
Estimated turnaround time ⁷	14 working days	7 working days	3 working days
Additional supplements⁸:			
Yearly Accessories (cradle, cable, power adapter)	O	Optional ⁹	Optional ⁹
Yearly extension	O	Optional ¹⁰	Optional ¹⁰
Yearly Free pick up service by Unitech	O	O	Optional ¹¹
Yearly Advanced replacement unit	O	O	Optional ¹²
Battery (one piece per serial number)	O	O	Optional ¹³
Applicable Region	All countries	All countries ¹⁴	European Union ¹⁵

X Full coverage unless additional terms apply.

O No Coverage/not applicable.

RMA: Return Merchandise Authorization

SKU: Stock Keeping Unit

1 The term of contract is enacted in the order confirmation or in the Unitech price book:

<https://pricebook.unitech.eu>

2 The term of warranty is enacted in the Unitech price book: <https://pricebook.unitech.eu>

3 Covers electronic LCD defects

4 Covers touch panel electronic defect/failing response according to product's specification/manual

5 Only coverage in case the product has been used according product's specification/manual

6 Coverage in the event of multiple defects and obvious external damage and/or defects caused by abuse. Customer is entitled to a free of charge replacement up to a total of 5% of the devices of the same SKU which are covered by Emerald service agreement

7 The estimated turnaround time is the time between the moment of receipt of the defective product by Unitech and the moment of shipping out to Customer. Delay caused by Customer is excluded from the estimated turnaround time.

8 Additional supplements which can be purchased by customer. Supplements must be purchased with main contract together or within 30 days after the main contract was purchased. The contractual length of supplement including Yearly Accessories, Yearly Free pickup service by Unitech, Yearly Advanced

replacement unit must match with main contract. If the main contract is 3 years, three times of yearly supplement should be applied when the option is purchased and vice versa.

9 Consumable supplies such as battery, stylus, stylus cord, screen foil, hand strap, holster are not included.

10 Extension is not possible if main contract is not purchased and/or the main product is announced end of life. The extension must be purchased 3 months before end of contract

11 Pick-up service will take place on the date and time Unitech's courier or service provider indicate. If this date and time does not fit customer, customer is obligated to send the defective product to the Unitech's service location at customer's costs. The defective product must be packed properly and labelled with RMA number by customer

12 Product replaced by a new or reconditioned product from the spares pool according to product's specification/manual

13 Each purchase is entitled with one battery as same type as the using terminal which is covered by the main contract. User will receive a coupon. User can claim one battery per coupon before expiry date.

14 Some countries are excluded including Russia Turkey, Israel and African countries are not included.

15 Some countries are excluded. This service agreement level is limited to European continental countries, UK and Ireland. Remote islands, Malta and Cyprus are not applicable.

Requests for service need to be registered at the Unitech service portal. Upon approval, customer receives a RMA number, a shipping document and shipping address. Customer bears all shipping costs, unless the Emerald service agreement applies and customer has purchased the supplement 'free pick-up service by Unitech'.

The abovementioned turnaround times are estimates and reflect a best effort obligation. The turnaround time is counted from the moment that the RMA unit has arrived at the designated service address until the unit is repaired and dispatched from the same address. The relay time from customer to a third party to the Unitech service address is not included.

If a service agreement is activated, customer is not entitled to switch to another type of service agreement for that specific product/order. Unitech has the right to terminate the service agreement if:

- the defect rate is exceptionally high and customer fails to fully cooperate with any study by Unitech into the scope, nature and cause of the established damages and/or if the customer refuses to follow up on any advice of Unitech on the use and maintenance of Unitech devices;
- In any contract year, the excessive damage and/or damage caused by abuse occurs over 20% of the total repair requests by customer;
- in the event of a failure by customer to perform her material obligations under any agreement with Unitech, including but not limited to payment obligations;
- any action or proceedings under any bankruptcy or insolvency law is taken against customer.

In the event of any termination following the aforementioned events customer is not entitled to any reimbursement or compensation.

Furthermore, Unitech is entitled to terminate the service agreement in case of an increase of market prices following which Unitech is no longer able to buy compatible components (such as CPU and LCD) at a normal market price. In case of such termination payment for the remaining period will be refunded.

For a full overview on the specific rights, obligations and responsibilities of each party, and information on activating the service agreements, Unitech refers to the full warranty conditions and general terms and conditions on the Unitech portal <http://portal.unitech.eu/>

This agreement shall be governed by and construed in accordance with the laws of the Netherlands, without reference to the choice of law provisions thereof and the applicability of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

Any dispute in relation to this agreement shall be determined by the competent court of Amsterdam, the Netherlands.