

# End Customer Hardware Warranty



IGEL Technology GmbH (**IGEL**) provides a warranty to its Thin and Zero Clients and to all other IGEL hardware (**IGEL-Hardware**) to **End Customers** in respect of quality of the IGEL-Hardware on the following terms:

The End Customer is entitled to demand a repair of defects on the IGEL-Hardware within the scope of the warranty period. The claim exists in the case of defects on the IGEL-Hardware, which substantially impair the functionality of the IGEL-Hardware. IGEL is entitled, at its own discretion, to correct the fault, replace spare parts, or deliver a new IGEL-Hardware. A claim to withdraw from the purchase contract between the End Customer and the Seller of the IGEL-Hardware, reduction of the purchase price and compensation for damages does not exist on the basis of this warranty.

Warranty claims of the End Customer against the Seller remain unaffected by this warranty.

## Warranty Period:

The Standard Warranty Period for defects in material or workmanship of the IGEL-Hardware is 24 months starting on the shipment date of the IGEL-Hardware from the IGEL warehouse (**Standard Warranty Period**)<sup>1</sup>.

The End Customer may on a one-off basis extend the coverage of the Standard Warranty Period by filling out (within the Standard Warranty Period) an account registration form at [www.igel.com](http://www.igel.com). Once IGEL has confirmed the registration, the Standard Warranty Period will be automatically extended as set out in the table below. Also the **Extended Warranty Period** will apply to any IGEL-Hardware acquired by the End Customer who completed the registration. This Extended Warranty Period is provided at no additional cost to the End Customer.

## IGEL-Hardware, Warranty Periods:

Device series	Standard Warranty Period	Extended Warranty Period
UD2, UD3, UD5, UD6, UD7	2 years	5 years
UD9, UD10, UD Pocket	2 years	3 years
IZ1, IZ2, IZ3	2 years	3 years

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## **Check Warranty Status:**

The End Customer can check the current warranty status of its IGEL-Hardware at any time by emailing the serial number of the relevant IGEL-Hardware to the service department of IGEL on [service@igel.com](mailto:service@igel.com)

## **Warranty Case:**

If, during the warranty period, a deficiency occurs in an IGEL-Hardware, IGEL will, at its own discretion and as the sole remedy, repair the IGEL-Hardware free of charge or replace it with an equivalent IGEL-Hardware, unless the warranty exclusions below are met. If IGEL replaces a whole IGEL-Hardware or parts thereof, the replaced parts will become the property of IGEL.

## **What the End Customer must do to claim under the warranty:**

To make a warranty claim, the End Customer shall deliver the IGEL-Hardware to IGEL together with a RMA number (Return Material Authorization). The End Customer can obtain this number on IGEL's website ([www.igel.com](http://www.igel.com)).

To make a warranty claim the End Customer must pack the IGEL-Hardware in its original packaging (or equivalent) and:

- Write the RMA number visibly on the address label.
- Ship the IGEL-Hardware with freight paid to the shipment address found on the RMA number notification.
- Provide insurance (or assume the risk of loss or damage during shipment).

## **What IGEL must do under the warranty:**

IGEL-Hardware presented for repair may be replaced by refurbished IGEL-Hardware of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Replaced parts or IGEL-Hardware become the property of IGEL.

## **Expenses:**

The End Customer must pay for all shipping charges for the return of the IGEL-Hardware to IGEL, as well as insurance cover (if applicable).

IGEL will pay the cost of the replacement parts or replacement IGEL-Hardware as well as return shipping charges (including insurance) from IGEL to the premises of the End Customer.

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If it is encountered during the verification that no warranty claim exists, the End Customer bears all costs incurred by the inspection. IGEL is entitled to withhold the IGEL-Hardware up to the complete payment of these costs.

## **Exclusions:**

This warranty conditions do not extend to any IGEL-Hardware provided free of charge.

This warranty does not apply to loss of, or damage to, IGEL-Hardware arising as a result of:

- Shipping or improper installation or maintenance.
- Misuse, neglect, adjustment or storage of the IGEL-Hardware in an unsuitable environment.
- Any use of the IGEL-Hardware for a use other than ordinary commercial or industrial application.
- Repair, modification or installation of parts by the End Customer or an unauthorised third party.
- Excessive or inadequate heating or air conditioning, or electrical power failures, surges or other irregularities.
- Any use of the IGEL-Hardware outside of the technical specifications of the IGEL-Hardware.

IGEL is not liable for IGEL-Hardware descriptions and defect warranties given by third parties.

## **Queries about Warranty Claims:**

The service department of IGEL is at your disposal for any queries ([service@igel.com](mailto:service@igel.com)).

IGEL Technology GmbH, February 2018

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<sup>i</sup> optional available accessories are excluded