

## Dead On Arrival Scheme (DOA)

Although all IGEL devices are thoroughly tested before delivery, occasionally devices can be damaged in transit. To minimize any disruption to our customers, IGEL offers a DOA Plan where we immediately send a replacement device and then collect the damaged device.

The DOA Plan is a voluntary service without legal entitlement for IGEL customers. To use the service, customers should note:

- Only technical defects are covered, such as "device will not start" or "no reaction"
- The original packaging and the complete accessories of the damaged thin client device must be returned in full
- The registration of DOA must be made **within 48 hours** of device delivery by contacting 1-877-GET-IGEL or [info@igelamerica.com](mailto:info@igelamerica.com). A contact name and telephone number are required for the device exchange.