

Guarantee Statement for polytouch®



Duration of Guarantee

The duration of the guarantee is 12 months for all systems delivered by Pyramid Computer GmbH, as long as no alternative arrangements were made in the purchase contract.

Guarantee Extension

An extension of the guarantee for a maximum of two further years can be requested for all polytouch systems at additional costs. The extension must be requested within three months of purchase and applies only to components that were included in the delivery of the device.

Scope of Services

Repair in the PYRAMID Service Center (PSC)

- » Working hours
- » Replacement parts

Scope of Work

Once the repair has been completed the system will be returned to its original state at the time of delivery. The necessary drivers will be installed where possible.

Exclusions

- » Working hours for the disassembly/assembly of parts that were bought separately (e.g. not as a complete system)
- » Errors that arise due to defective or faulty application software and/or drivers
- » Errors in operating systems other than installed by Pyramid
- » Scratches on the TFT surface or chassis
- » Peripheral devices (mouse, keyboard, etc.)
- » Errors in user software or faulty drivers
- » Data migration on account of a hard drive exchange (additional services can be ordered to this effect. No responsibility will be taken in the event of data loss)
- » Maintenance work
- » Changes to device configuration
- » Corrective maintenance required as a result of improper handling or virus infection.
- » Wear parts and consumables (batteries, toner, data or cleaning tapes, etc.)
- » The fault correction of possible third-party software problems (e.g. virus scanners)
- » Damages caused by overloading, crashes, water damages and force majeure.

Important!

Transportation costs and additional handling fees accrue for all devices delivered freight forward.

Please note: The more precise the description of the error you provide to us, the more quickly we will be able to return your device to you fully functional.

Hotline: +49 761 4514 870 Fax: +49 761 4514 890 Email: support@pyramid.de

The terms and conditions on the overleaf apply
Place of jurisdiction is Freiburg/Breisgau - Germany

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