



## Prepaid Warranty Services

### **Built to Perform. Priced to Compete.**

Perception is often reality, and many times our lower cost drives buyers to question our quality. At face value, a low cost is perceived to represent an inferior product. It is natural for a buyer to question, "How can they have such a low price? Did they cut corners on quality? Will this product end up costing me more in the end?"

We know that buyers of Unitech products do not have the opportunity to examine all of the quality components and design elements that we use in our products. The only way they can feel more comfortable in their purchasing decision is to look to our service and support programs that we use to back up our claims.

Our focus is to ensure our customers have an exceptional experience with their Unitech products and services. We back every product with a promise. We promise that all Unitech products will be free from defects for a minimum period of one year. Some Unitech products carry additional years of standard warranty coverage.

We are close to our customers, so we know that many users of Unitech mobile computing devices need to be covered above and beyond our standard warranty. Mobile environments are harsh and constantly changing. We have not been able to design a product that never breaks... yet, but we are able to help our customers minimize down time and maximize up time, with our additional service options.

**"Unitech has solid and affordable products with a great reputation."**

*Alan B. Maestas  
Straight-Line Solutions*

**"When I think of Unitech, I think of value. Their team provides excellent assistance before, after and during the sale."**

*Mike Flowers  
Scan Technology, Inc.*

**"99.9% of the time, we have found all the people at Unitech have bent over backwards to assist us."**

*Ralph Meier  
National Data Collection Services, Inc.*

**"I had a question with some Unitech product I had just purchased. I called in and was able to get a quick response from support, I was all set to buy a couple scanners from a different manufacturer but was so happy with Unitech's service, that I went with Unitech scanners instead."**

*Gary Morris  
Isthmus Sailboards*

# Prepaid Warranty Services

## 48-Hour Repair Turnaround

Should a problem arise with any supported hardware, Unitech will repair or replace the device within 48 hours of receipt and provide return shipping via 2-day delivery to anywhere in North America.

Simply contact Unitech with any issues or questions regarding your device. If a Unitech Technical Support Engineer determines that repair is necessary, a RMA (Return Merchandise Authorization) number will be issued. After you have received your RMA number, package the device(s) properly for safe shipping and send to Unitech’s Repair Center in California. When Unitech receives the device(s), all repairs/replacements shall be completed within 48 hours. Unitech will return the device via 2-day shipping service. If expedited shipping is needed, provide Unitech with a shipping account number and instructions on the type of shipping required.

RMA packages received after 2:00pm (PST) will be logged as received the following day at 9:00am (PST).

## Extended Warranty

Extend the current Standard Warranty plan that covers the product for the first year. Extended Warranty service can be purchased for the second and third year of the product’s life.

## Comprehensive Coverage

Receive free repair or replacement of hardware that sustains damage not covered by Unitech’s Standard Warranty. Comprehensive Coverage is void if damage is the result of fire or water submersion. All batteries are covered under the Unitech Comprehensive Coverage plan. Comprehensive Coverage can be purchased for the first, second, and third year of the product’s life.

All Prepaid Additional Warranty Services are available in 1, 2, and 3-year contracts

All Prepaid Additional Warranty Services must be acquired within 30 days of main hardware purchase

Unitech Standard Warranty covers hardware for a minimum of 1 year (some products carry additional years of warranty coverage)

Unitech Standard Warranty covers all cables, batteries, power supplies, and other accessories included with, or purchased separately from, the main product for a period of 90 days

At-a-Glance Standard and Additional Warranty Coverage

Coverage	Standard Warranty	Extended Warranty	Comprehensive
Manufacturer defects	*	*	*
Covers normal wear and use			*
Covers accidental breakage			*
Includes all materials, parts, and labor	*	*	*
Multi-year discount		*	*
48-hour repair turnaround		Optional	Optional
5-day repair turnaround	*	*	*
Covers cables, power supplies, and batteries			*

# Standard Warranty Coverage

Unitech warrants its products to be free from defects in material and workmanship during the warranty period.

## **Length of Warranty Coverage**

Products are warranted for a minimum of 1 year. Where stated in writing on [www.ute.com](http://www.ute.com), some products carry additional years of warranty coverage. All cables, batteries, power supplies, and other accessories included with, or purchased separately from, the main product are covered under the Unitech Accessories Warranty for a period of 90 days.

## **Whom the Warranty Protects**

This warranty is valid only for the first consumer purchase. Customers may be required to provide proof of original purchase.

The following conditions or circumstances are not covered under the terms of Unitech's Standard Warranty plan:

1. Cost of shipment to Unitech.
2. Unitech is unable to deliver to a P.O. Box and FPO addresses.
3. Any product on which the serial number has been defaced, modified, or removed.
4. Unitech is not liable for direct, indirect, consequential or incidental damages arising out of the use of or inability to use such product(s), even if Unitech has been advised of the possibility of such damages.
5. Damage, deterioration, or malfunction resulting from:
  - A. Accident, misuse, neglect, fire, water, disaster, lightning, or other acts of nature, operation or storage of product outside the environmental specifications listed for the product, or failure to follow instructions supplied with the product.
  - B. Attempted repair by anyone not authorized by Unitech or unauthorized product modification.
  - C. Products lost, stolen or discarded by customer or damage due to shipment.
  - D. Causes external to the product, such as electric power fluctuations or failure and/or tampering with internal circuitry.
  - E. Use of supplies or parts not meeting Unitech's specifications.
  - H. Customer-caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD (dark spot larger than 1/16 inch), or scratched / defaced / altered product parts.
  - I. Normal wear and tear or any other cause which does not relate to a product defect.
6. Removal, installation, and set-up service charges.

## **Products out of Warranty**

Products that are deemed outside the Standard Warranty coverage are subject to prepaid fees that include but are not limited to:

1. Product problem diagnosis.
2. Cost of replacement parts.
3. Labor cost.
4. Return shipping costs.

**Unitech hardware is covered for a minimum of 1 year**

**All cables, batteries, power supplies, and other accessories are covered for a period of 90 days**

**Warranty is valid only for the first consumer purchase - Proof of original purchase may be required**

**Warranty is void on products damaged, deteriorated or malfunctioning from:**

- Accident, misuse, neglect, fire, water, disaster, lightning, or other acts of nature, operation or storage of product outside the environmental specifications listed for the product, or failure to follow instructions supplied with the product
- Attempted repair by anyone not authorized by Unitech or unauthorized product modification
- Products lost, stolen or discarded by customer or damage due to shipment
- Causes external to the product, such as electric power fluctuations or failure and/or tampering with internal circuitry
- Use of supplies or parts not meeting Unitech's specifications
- Customer-caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD (dark spot larger than 1/16 inch), or scratched / defaced / altered product parts
- Normal wear and tear or any other cause which does not relate to a product defect

# Standard Warranty Coverage

## **Execution of Warranty**

1. Call Unitech at 1-800-861-8648 and speak with a Technical Support Engineer or send your request via a form located on [www.ute.com](http://www.ute.com).
2. The customer must have the product model number, serial number and proof of purchase available.
3. A Unitech Technical Support Engineer will attempt to correct the problem through a series of trouble shooting steps. If it is determined that the product must be sent to Unitech for further evaluation:
  - A. A RMA number will be assigned to the customer and the specific product.
  - B. Unitech will determine and make known to the customer if the product is under warranty or out of warranty coverage.
  - C. The customer is responsible for returning the defective product in a way that prevents further damage during shipping. The original box cannot protect the contents during shipment, therefore the use of an additional shipping carton is necessary.
  - D. Customer should include a detailed itemized packing list of the package content.
  - E. The RMA number must be clearly marked on the outside of the shipping carton. Packages not marked with a RMA number will not be received by Unitech and will be returned to sender unopened.

## **Warranty Outside of North America**

Customers with Unitech hardware located outside of North America receive the same coverage, however, customer is responsible for paying freight and import / export charges both ways.

## **Limitations of Implied Warranties**

There are no warranties, expressed or implied, which extend beyond the description contained herein.

## **Exclusion of Damages**

Unitech's liability is limited to the cost of one of the following remedies: (1) Replacement with a similar new or refurbished product; (2) repair of the defective product; or (3) refund of a prorata share of the original purchase price contingent on disclosure of original invoice and as determined by the remainder of the warranty period if repair or replacement of the product is not commercially feasible. The remedy chosen will be in good faith and at the discretion of Unitech. Unitech shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of their possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party
4. Any verbal warranty assurances made by a Unitech employee or Unitech authorized distributor or reseller that conflicts or enhances the written warranty included herein.

## **Effect of Local Law**

This warranty gives the Customer specific legal rights, and you may have other rights, which vary from locality to locality. Some localities do not allow limitations or implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

For all service requisitions, contact Unitech Technical Support at 1-800-861-8648, or visit the Unitech website and complete the online support and service forms at: [www.ute.com/support.php](http://www.ute.com/support.php)

Customers with Unitech hardware located outside of North America receive the same coverage, however, customer is responsible for paying freight and import / export charges both ways

## **Unitech shall not be liable for:**

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of their possibility of such damages
- Any other damages, whether incidental, consequential or otherwise
- Any claim against the customer by any other party
- Any verbal warranty assurances made by a Unitech employee or Unitech authorized distributor or reseller that conflicts or enhances the written warranty included herein