

## Nordalp Care Terms and conditions

The Nordalp Care Service Plan is a comprehensive package of additional service options available worldwide for newly purchased Nordalp devices. Nordalp Care Service Plans are valid for a period of three or five years from the date of purchase of the product. There is both a Standard Plan and an All-Inclusive Plan.

Nordalp Care Standard is a simple service plan for users who want to extend the standard warranty and free shipping for three or five years.

Nordalp Care All-inclusive is designed for demanding users. As soon as the device arrives at a Nordalp service station, all problems are fixed. This plan includes free return shipping and covers all repairs, including accidental damage and repairs outside the warranty\*\*. It also includes an annual service report and an annual service meeting upon request.

### Comparison of service plans

		Nordalp Care Standard	Nordalp Care All-Inclusive
1	Online Knowledge Base (KB)	Yes	Yes
2	Technical assistance	Yes	Yes
3	Extended three- or five-year warranty	Yes	Yes
4	Five-day turnaround time*	Yes	Yes
5	Repair for manufacturer's defects	Yes	Yes
6	One-way shipment	Yes	Yes
7	Accidental damage coverage**	-	Yes
8	Annual service report	-	Yes
9	Annual service meeting	-	Yes

\*Five-day turnaround time is only guaranteed for units serviced in Sweden as long as we have parts in stock, it excludes shipping time.

\*\*Complete destruction or units beyond economical repair are not included. One main component/12 months

## Warranty and repair conditions

- The warranty period begins on the date the device is shipped from Nordalp.
- All service plans are valid for three or five years from the date of shipment and apply in conjunction with the warranty.
- All service work and repairs are covered by a 90-day warranty.
- Consumables, accessories and batteries are excluded from Nordalp Care plans.
- A 90-day warranty applies to accessories and batteries from the date of shipment from Nordalp.
- The extended warranty covers material and manufacturing defects.
- Nordalp Care Servicepläne decken keine Probleme im Zusammenhang mit Software von Drittanbietern ab.
- Nordalp Care service plans do not cover issues related to third-party software.
- Nordalp is not liable for data loss during repair.
- If a device is returned and no fault is found, the customer will be charged an inspection fee of 100 €.
- Insufficient or incorrect description of the problems by the customer may affect the repair time.

## Definitions and terms

### Definitions

Online Knowledge Base (KB)	Easy access to drivers, OS, BIOS, frequently asked questions and so on via <a href="http://www.nordalp.com">www.nordalp.com</a>
Technical assistance	For technical assistance use our form on the address below for quickest and best help: <a href="https://www.nordalp.com/support">https://www.nordalp.com/support</a>
Manufacturer's defects	Defects or failures in a product resulting from a departure from its design specifications during production.
One-way shipment	Free unit return shipping from Nordalp Service Centre.
Complete destruction/BER	"Complete destruction"/Beyond Economical Repair (BER) occurs when the repair costs total more than 75 percent of the unit's purchase price.
Consumable parts	Consumable parts, such as hand straps, batteries, chargers, docks, screen protectors and Stylus pens, are excluded from Nordalp Care service plans.
Annual service report	A report of repairs and services performed by Nordalp can be obtained upon request
Annual service meeting	An annual service meeting can be arranged upon request at a Nordalp Group/Subsidiary office

## Conditions

### **Validity of the Nordalp Care Service Plan:**

Service plans are only valid if the unit is used in accordance with the specifications provided by the manufacturer. This includes exposure to the elements, temperatures, dust, moisture, vibrations, falls, maintenance and general care, as well as ordinary wear and tear.

### **Maintenance and general care:**

Nordalp advises the user to follow the general care instructions and manufacturer's recommendations for the unit, such as updating operating systems and drivers frequently, using a screen protector and using a Stylus pen designed for touchscreens.

### **Repair:**

Nordalp Care service plans do not cover intentional damage, abuse or misuse.