

# Service Level Overview

Support Service for Mobile Devices\*



## SETTING A NEW STANDARD FOR SERVICE

Every day, you count on BARTEC Mobile Devices to keep your business running efficiently and cost effectively.

Now, you can protect your investment in BARTEC Mobile Devices against accidental damage, normal wear and tear, and more with one of the most complete service offerings available today.

## FEATURES

**Comprehensive coverage of normal wear and tear and accidental breakage.**

Virtually eliminates surprise repair costs; significantly reduces total cost of ownership

**True service “ALL-IN FROM THE START“**

Peace-of-mind service from the date of purchase  
5 business-day turnaround. Over three times faster than standard warranty – 5 business days instead of 15.

## Service Level COMFORT

- Is a three or five year service program that must be purchased within 12 months of delivery of the product.
- Excluded from coverage are the cost of any required replacement/ substitute components as well as repair expenditures, and the customer will receive a proposal via a cost estimate within 2 days.

## Service Level ALL-IN FROM THE START

- Is a three or five year service program that must be purchased within 90 days of delivery of the product.
- Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft.
- The product must be operated within its environmental specifications.

### SERVICE LEVEL ALL-IN FROM THE START

This offering provides seamless service at the right price, delivering expanded services at a low cost. No matter where in the world you are, our support infrastructure ensures fast and reliable turnaround.

Count on ALL-IN FROM THE START for maximum uptime and optimal investment protection of your BARTEC Mobile Devices. Now that's true peace of mind.

### A SET TURNAROUND TIME

ALL-IN FROM THE START contracts offer repair service with an in-house turnaround time of five business days. At BARTEC, we don't focus on how it happened, but on how to get you up and running as soon as possible.

### YOU'RE COVERED

ALL-IN FROM THE START provides comprehensive coverage at no additional cost to protect you from the unexpected. Our plans cover normal wear and tear, as well as repairs to displays, plastics and other internal and external components damaged through accidental breakage.

You get multi-year all-in repair coverage protecting you from "surprise" repair cost and providing the investment security you need to cut total cost of ownership – adding value to your business.

### CONVENIENT REPAIR REQUEST

You can initiate repair quickly and easily via the BARTEC website, with anywhere anytime convenience. Just log on to the BARTEC webpage at [bartec.com](http://bartec.com). Simply go to "Service" to download our RMA form and request an RMA number. BARTEC technicians expertly repair your equipment to manufacturer specifications.

### SERVICE LEVEL VS WARRANTY

Coverage	Warranty	Service Level Comfort	Service Level ALL-IN FROM THE START
Manufacturer defects	●		
Inspection fee included		●	●
Product receipt/ dispatch confirmation		●	●
Replacement/ substitute components			●
Normal wear and tear			●
Repair turnaround	15 days <sup>1)</sup>	5 days <sup>2)</sup>	5 days <sup>3)</sup>
1-year coverage	● <sup>4)</sup>		
3-year coverage		●	●
5-year coverage		●	●

1) Turnaround time begins after the customer has approved of our repair proposal. Turnaround time is BARTEC in-house repair time and excludes time in transit (15 days on average).

2) Turnaround time begins after the customer has approved of the repair proposal. BARTEC prepares a cost estimate within 2 days of the product being received at the service/retouren center. Turnaround time is BARTEC in-house repair time and excludes time in transit.

3) Turnaround time is BARTEC in-house repair time and excludes time in transit.

4) Warranty exchange available as option.

### SERVICE / RETOUREN CENTER

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