

# Getac S<sup>2</sup>

SERVICE & SUPPORT = TOTAL CARE



OR



## A CUSTOMER'S RIGHT TO CHOOSE

Customers seeking the best in rugged computing technology are choosing Getac. Now Getac are giving those customers more choice when it comes to servicing – Return to Base (RTB) or Pack & Collect (PAC).

### WITH OUR NEW SERVICE CENTRE, GETAC IS NOW EVEN MORE CUSTOMER CENTRIC

Both service options see your Getac equipment serviced at our own newly expanded European Service Hub by highly trained technicians.

If you choose the Five Year option you simply return your kit to our base for service.

If you choose the PAC option your kit will be called for by a UPS courier who will pack the unit in a state-of-the-art protective casing for despatch to our service hub. Once fully repaired, UPS will return it to you in the same way ensuring full protection at all times.

### THE KIT IS ALL YOURS – THE RESPONSIBILITY IS ALL OURS

From the moment our courier arrives Getac assumes responsibility for your equipment. This means choosing the Three Year option de-risks transfer between your site and our hub.

The fact our courier packs the unit means a lot less hassle for you – simply have it ready for collection and we do all the rest.



### UPS AND GETAC – COMBINING TO PROVIDE A NEXT-BUSINESS DAY COLLECTION SERVICE

- Taking all the hassle out of servicing
- No need to find packaging or boxes – the UPS courier looks after everything
- There are no worries for you about proof of despatch
- UPS can notify you by text when the unit will be collected

## STANDARD FIVE YEAR WARRANTY HIGHLIGHTS

If you opt for the Standard Five Year warranty you are guaranteed a cost-effective support package of Getac quality repair in the event of product failure. Getac will cover all system components in line with terms and conditions relating to failures experienced under the product's normal and anticipated usage.

### OUR FIVE YEAR PROMISE

- Only genuine Getac approved parts used in any repair
- Highest quality repair by Getac qualified technicians in our own customer-centric support centre
- Standard and consistent repair management
- Getac control and ownership for entire repair process

### YOUR SERVICE AND REPAIR PROCESS

- Log RMA on Getac Service System (GSS)
- Once logged, ship RMA unit in appropriate package with printed RMA details to Getac Service Centre
- Upon receipt of RMA unit full diagnostics will be carried out and unit will be repaired
- Unit will be soak-tested, cleaned and shipped back to required address

### HELPDESK:

English: +44 (0)1952 207 228

German: +49 (0)211-984819-0

Italian: +39 039 617720

#### Getac European Service Centre

Mitac House, Nedge Hill, Telford, Shropshire  
TF3 3AH United Kingdom

## HASSLE-FREE STANDARD THREE YEAR WARRANTY HIGHLIGHTS

Offering exactly the same quality and service as the standard Five Year warranty, although for a shorter term, this option adds the provision of a UPS Courier 'pack, collect and return service' between your site and our European Service Hub. This way you ensure your unit is out of your business for the shortest possible time.

### OUR ADDITIONAL THREE YEAR PROMISE

- Same great service delivery as Five Year option
- Collection from your base at a time pre-notified to you by text
- UPS courier who packs your unit in specially designed protective casings
- Point-to-point service that speeds up entire service process
- Getac control and accountability door-to-door

### YOUR SERVICE AND REPAIR PROCESS

- Log RMA on Getac Service System (GSS) providing collection address and notification mobile number – receives notification of next day collection and unit is collected and returned to Getac
- Upon receipt of RMA unit full diagnostics will be carried out and unit will be repaired
- All units are aimed at being returned within 6 working days after first booking RMA on GSS system
- Unit will be soak-tested, cleaned and shipped back to required address