



SERVICE & SUPPORT = TOTAL CARE



EXTENDED BATTERY WARRANTY.

We pride ourselves on the quality of batteries and their ability to perform throughout a full day. However, there are limitations on the recharge cycles of all batteries and our standard warranty can only cover the first 12 months. You can extend this with our Battery Warranty so that should it fail we will send you a replacement battery.

WHY DO I NEED THIS?

All batteries have a limited life and will eventually lose their ability to hold charge. The Getac Battery Warranty gives you the assurance that when your battery fails we will replace it.

Getac devices are built to last and often have a working life much longer than commercial consumer products, often working well past the standard 3 year refresh cycle. Our Extended Battery Warranty allows you to ensure you continue to have optimal battery performance as long as your device is in use.

HOW DOES IT WORK?

When your battery no longer works to a reasonable standard, just log onto our online RMA portal and request a replacement.

Getac will ship out a replacement battery the next business day to get you up and running again as quick as possible.

If you work to a longer refresh cycle or are looking to extend your current devices working life then call us now to add Extended Battery Warranty.

CONTACT YOUR GETAC SALES REPRESENTATIVE NOW TO ADD THIS TO YOUR WARRANTY.

Getac UK Office
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Shropshire, TF3 3AH, UK

Sales: Sales-Getac-UK@getac.com
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WE ALSO OFFER THE FOLLOWING SERVICES

EXTENDED WARRANTY

Extend your standard warranty from 3 years Pack & Collect to 4 or 5 years. We can even extend to year 6 or 7 for suitable projects.

ACCIDENTAL DAMAGE COVER

Our machines don't damage easily but accidents do happen. With our Accidental Damage Cover you can have total peace of mind that if something happens to your Getac device, it'll be fixed or replaced without any additional cost.*

LOAN SWAP & ADVANCE SWAP

To minimise downtime, we have two additional device replacement options.

Loan Swap means when a repair request is raised, we ship out an imaged replacement device, collect the faulty device and, when it's repaired, send it back to you. We then collect the loan device and return it to our buffer stock.

Advance Swap means when a repair request is raised, we ship out an imaged replacement device, collect the faulty device and, when it's repaired, return it to buffer stock.

BUYBACK

Have you considered the residual value of your aging IT estate? With Getac's BuyBack scheme you can convert these old devices to offset some of the cost of purchasing new devices. You also have the advantage of knowing you have disposed of your old equipment in a WEEE compliant and secure manner.

The sooner you do it, the more you get.

3RD PARTY ACCESSORY WARRANTY

We can offer extensions to year 4 & 5 from the standard 3 year warranty on Getac compatible Havis and GamberJohnson vehicle docks and LIND rugged power supplies.

KEEP YOU HDD/SSD WARRANTY

We are accustomed to dealing with customers from the security sector who have top secret data on the devices. For these customers we can ship them a replacement HDD/SSD that has already been imaged with their gold image, so all they need to do is insert it into the device.

IMAGE MANAGEMENT

Our image management service not only means that when your original order of devices is delivered they arrive already imaged with your required set-up and files already installed, it also means that should you need to order further devices or have a devices storage replaced it will arrive pre-imaged with your Gold image.

SOLUTIONS KITTING

Rolling out a new IT deployment is not just about delivering a single PC to a single location. You may have a requirement for a range of additional items such as asset-tagging, SIM installation, docking, peripherals, manuals etc. that you need to arrive at the same time and to multiple locations. We can take on everything from product sourcing & BOM assembly to asset-tagging and delivery to any number of addresses. Think how much time & logistics infrastructure this could save your organisation.

CONTACT YOUR GETAC SALES REPRESENTATIVE NOW IF ANY OF THE ABOVE IS OF INTEREST.

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