

## MaxCare Terms and Conditions

The Handheld MaxCare™ Service Plan is a comprehensive package of add-on service selections available for newly purchased Handheld devices worldwide.

The MaxCare service plans are valid for a period of three or five years from the product's purchase date. We offer both a more economical Standard plan and an All-inclusive plan.

MaxCare Standard is a straightforward service plan for the user who wishes to extend the standard warranty coverage and free outgoing shipping service for three or five years.

MaxCare All-inclusive is designed for the mission-critical user. As soon as the unit arrives at a Handheld service station, we will take care of any and all issues. This service plan features free return shipping and covers all repairs required as a result of accidental damage, including non-warranty repairs. It also includes an annual service report and service meeting. Optionally, users may add the Gold Disc feature: a reload of the user supplied Gold Disk Image if requested.

		MaxCare Standard	MaxCare All-inclusive
1	Online FAQs	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	Gold Disc reload option	-	Yes
9	Annual service report	-	Yes
10	Annual service meeting	-	Yes

\*Five-day turnaround time is only guaranteed for units serviced in Sweden and excludes shipping time.

\*\*Complete destruction or units beyond economical repair are not included.

### Terms and Conditions — Warranty and Repair

- The warranty period for each unit is valid from the date of shipment from Handheld.
- All service plans are valid for a period of three (3) or five (5) years from the date of shipment, in conjunction with the warranty.
- All service work and repairs are covered by a 90-day warranty.
- Consumable parts, accessories and batteries are **excluded** from MaxCare plans.
- A 90-day warranty applies to all accessories and batteries valid from the date of shipment from Handheld.
- The extended warranty covers defects in materials and production.
- MaxCare service plans do not cover problems related to third-party software.
- Handheld Group is not responsible for data lost during repairs.
- If a unit is returned and no fault is found, the customer will be charged a 100-euro inspection fee.
- A poor or faulty customer description of unit problems may affect repair time.

## Definitions & Terms

### Definitions

Online FAQs	Easy access to all frequently asked questions via <a href="http://www.handheldgroup.com">www.handheldgroup.com</a> .
Technical assistance	MaxCare offers technical assistance via email at <a href="mailto:service@handheldgroup.com">service@handheldgroup.com</a> . For questions related to software, please contact <a href="mailto:support@handheldgroup.com">support@handheldgroup.com</a> to reach the Handheld Software Support Team.
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 Handheld 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.
Gold Disc – Reload option	Reload of the Customer Supplied Gold Disk Image
Consumable parts	Consumable parts, such as hand straps, batteries, chargers, docks, screen protectors and Stylus pens, are excluded from MaxCare service plans.
Annual service report	A report of repairs and services performed by Handheld can be obtained upon request.
Annual service meeting	An annual service meeting can be arranged upon request at a Handheld Group/Subsidiary office

### Terms

#### Validity of the MaxCare 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

Handheld 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

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