



# End Customer Hardware Warranty

IGEL Technology GmbH (IGEL) grants to **End Customers** a voluntary warranty for **IGEL Hardware** in respect of its quality under the following terms and conditions:

## 1. Warranty Period and Extension by Registration

IGEL grants to the End Customer a 2-year standard warranty for IGEL Hardware. The warranty period starts upon the shipment date of the IGEL Hardware from the IGEL warehouse.

The End Customer may extend the period of the standard warranty on a one-off basis by filling out (within the Standard Warranty Period) an account registration form under <https://support.igel.com>. Once IGEL has confirmed the registration, the **Standard Warranty Period** will be extended as set out in the table below. The **Extended Warranty Period** is provided to the End Customer at no additional cost.

### IGEL Hardware Warranty Periods:

Device series	Standard Warranty Period	Extended Warranty Period
UD2, UD3, UD6, UD7	2 years	5 years
UD Pocket, UD Pocket2	2 years	3 years

## 2. Warranty Claim

If, during the warranty period, a defect occurs in the IGEL Hardware, IGEL will, at its own discretion and as the sole remedy, repair the IGEL Hardware free of charge or replace it with an equivalent IGEL Hardware, unless the warranty exclusions below are met. The Warranty Claim exists for defects on the IGEL Hardware that substantially impair the functionality of the IGEL Hardware. If IGEL replaces the whole IGEL Hardware or parts thereof, the replaced parts will become the property of IGEL.

## 3. Warranty Handling

For entitlement of the Warranty Claim, the End Customer may consider the following warranty handling procedure:

1. The End Customer requests an RMA (Return Material Authorization) number under <http://support.igel.com>.
2. The End Customer will get an email with the RMA number and instructions for the return from the IGEL Support team.
3. The Support team will decide whether it's a swap unit or repair case and where the shipment needs to go to.
4. The End Customer shall pack the IGEL Hardware which is to be returned to the RMA Partner in the original packaging used for the delivery or an adequate equivalent to secure a suitable protection.
5. The End Customer shall mark the RMA number clearly on the outside of the package.
6. The End Customer shall send the IGEL Hardware freight prepaid to the RMA partner delivery address as indicated on the email of the IGEL support team.
7. The End Customer dispatches IGEL Hardware to the RMA partner at his/her own risk. IGEL recommends concluding a transport insurance policy.
8. The End Customer bears the cost of the delivery of the IGEL Hardware to the RMA partner.
9. The RMA partner bears the costs for the return of the IGEL Hardware to the End Customer.

## 4. Warranty Disclaimer

A Warranty Claim is excluded for defects that can be traced back to one of the following circumstances:

1. Improper installation or maintenance by the End Customer.
2. Misuse, neglect, adjustment or storage of the IGEL Hardware in an unsuitable environment.
3. Any use of the IGEL Hardware for other than ordinary commercial or industrial application.
4. Any use of the IGEL Hardware beyond the technical specifications of the IGEL Hardware.
5. Repair, modification or installation of parts by the End Customer or an unauthorized third party.
6. Excessive or inadequate heating or air conditioning, or electrical power failures, surges or other irregularities.
7. IGEL is not liable for IGEL Hardware descriptions and warranties given by third parties without the prior consent of IGEL.

## 5. Data Protection

The End Customer is obliged to delete personal and business data on all IGEL Hardware that the End Customer sends to IGEL for warranty purposes. In this case, the IGEL Hardware to be returned must be reset to factory defaults before shipment.

If personal data are nevertheless stored on the received IGEL Hardware, the End Customer is obliged to inform IGEL immediately and then to conclude a Data Processing Agreement with IGEL provided by IGEL according to Art. 28 GDPR.

IGEL is generally entitled to remove all data records without distinction from all existing storage media. For this purpose, the data will be completely and securely deleted by the responsible IGEL employees (if technically possible, the deletion will take place by multiple overwriting of the storage medium with random numbers). The data will be deleted without the employees having access to these personal data. No further backup of the data records on other storage media will take place.

## 6. Miscellaneous

This Hardware Warranty does not grant any right to the End Customer to claim withdrawal from the sale and purchase contract with the IGEL Reseller, reduction of the purchase price or compensation of damages.

Warranty Claims of the End Customer against the Seller (IGEL Reseller) remain unaffected by this Hardware Warranty.

This Hardware Warranty does not apply to optional accessories and to any IGEL Hardware provided to the End Customer free of charge.

## Queries

The service department of IGEL is available for any queries at [license@igel.com](mailto:license@igel.com)

IGEL Technology GmbH, December 2022