

# Warranty terms and conditions - Personal Devices

This document describes the warranty terms and conditions for Prowise personal devices.

For personal devices of the brand HP purchased through Prowise or an accredited partner, the HP warranty terms and conditions apply. These can be found on [this page](#) on the HP website.

## Warranty on Prowise devices

Prowise B.V. provides high-quality, durable products. Therefore, we can offer up to three years (3)\* warranty on personal devices. This warranty commences at the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty. If the personal device falls outside of the warranty period, Prowise B.V. charges for repairs, including the labour costs, a call-out fee and the material expenses. Prowise B.V. will indicate these costs beforehand. Go to <https://www.prowise.com/nl/contact/> for our contact details.

The overview below indicates the personal devices of Prowise and the relevant warranty terms per model.

| Product                              | Product number  | Standard warranty term (Pick up and return) |
|--------------------------------------|---|---|
| Prowise All-in-One PC G3             | PW.1.33004.0013<br>PW.1.33004.0014  | 1 year                                      |
| Prowise Chromebooks EduLine          | PW.1.33003.0001<br>PW.1.33003.0002  | 3 years                                     |
| Prowise Chromebook EduLine 360       | PW.1.33004.0001,<br>PW.1.33004.0002,<br>PW.1.33004.0003,<br>PW.1.33004.0004                     | 3 years                                     |
| Prowise 11.6 inch EduBook 360        | PW.1.32011.0001,<br>PW.1.32011.0002,<br>PW.1.32011.0003,<br>PW.1.32011.0004,<br>PW.1.32011.0005 | 3 years                                     |
| Prowise 11.6 inch EduBook 360 G2     | PW.1.32011.0006,<br>PW.1.32011.0007,<br>PW.1.32011.0008   | 1 year                                      |
| Prowise All in One 21.5 inch EduLine | PW.1.34002.0001   | 3 years                                     |

### Dead On Arrival

Prowise B.V. applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. In case the product does not function properly within this period, it is considered a DOA and will be replaced by a new device free of charge. Prowise B.V. must be notified of the defect within this period of ten (10) days after delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty.

### Warranty on accessories

A standard warranty of one (1) year applies to accessories unless stated otherwise and commences on the date of delivery. Should one of the accessories be malfunctioning, Prowise B.V. will resolve the issue or have the issue resolved, replace the accessory with a similar product or apply a reasonable price reduction, without assuming liability.

Should the accessory be malfunctioning but fall outside of the warranty period, it is possible to purchase a new unit of the defect accessory. Visit <https://www.prowise.com/en/contact/> to find our contact details.

Prowise B.V. considers the following products to be accessories:

- cables, supplied in the packaging of the touchscreen
- adapters
- active pens and pen tips
- passive pens
- NFC Cards

## Using the personal devices

Prowise offers a **three-year** warranty period for Prowise personal devices from the moment of delivery, for devices purchased with Prowise or with one of its authorised partners. Our warranty does not cover damage caused by accidents or unauthorised modifications.

If the personal device is used improperly, that is, in any way other than described in the user manual and safety guide, the warranty lapses and Prowise B.V. will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty. Consult the warranty limitations at the bottom of this page for full details.

# Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than described in the user manual and safety guide is considered improper and can lead to damage to the product. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the personal device or any of its parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorised by Prowise B.V. to carry out these tasks. Always contact Prowise B.V. or an accredited partner when the product is malfunctioning.
- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- exposure of the product to water, vapour or extreme ambient temperatures or a rapid change in ambient temperature, corrosion, oxidation, food or liquid spillage or caused by exposure to chemical agents.
- using and/or connecting external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- usual wear and natural ageing, such as gradual degradation of the image quality, disproportional ageing of the screen, image persistence and/or pixel defects within the design or that do not affect the functioning of the screen.
- damages incurred when returning a personal device to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying Prowise in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been discussed.
- The model, serial or product number of the personal device has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up of your documents regularly to avoid data loss.

Warranties on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by Prowise.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales of Prowise B.V.