



EUROPEAN SERVICE & SUPPORT

BEYOND EXPECTATION

**Introducing our new, hassle-free
Bumper-to-Bumper warranty**

- With accidental damage as standard
- Valid on all fully rugged units purchased after 1 May 2017

In cooperation with



Getac
Rugged Mobile Computing Solutions

**BUMPER
— TO —
BUMPER**

A WARRANTY THAT GOES BEYOND EXPECTATIONS

Accidents can take your equipment out of service for any number of unexpected and unintentional reasons. Yet accidents happen, and they are much more likely to happen when you work in a rugged environment.

That is why Getac has introduced accidental damage as standard under our new Bumper-to-Bumper Warranty, as part of our customer commitment to ensuring you can keep your enterprise IT costs to a minimum.

Bumper-to-Bumper is a hassle-free guarantee supported by the best Pack & Collect logistics service in Europe, and rapid repair and return by Getac's in-house experts. It ensures that if anything happens to take your unit out of the field, we'll have it up and running and back to you as soon as possible. Whatever the circumstances.

Bumper-to-Bumper is all you need to keep your IT downtime to an absolute minimum. And every reason to choose Getac.

Getac computers are built to survive, which is why we have one of the lowest annual failure rates in the computer industry. If one does need repair, as our commitment to ever-improving customer care, we will make it as convenient as possible, in partnership with DHL, to get it repaired and back in your hands through one single point of contact.

EFFICIENT ROUTING OF SERVICE

Now with two major service centre facilities boasting identical capabilities, we can ensure that service returns are routed to the most efficient option in the UK or mainland Europe. Our process control systems are designed to minimise inbound and outbound logistics to allow maximum time to repair your unit.

FLEXIBILITY & CHOICE

Getac Service also offers the greatest flexibility and freedom of choice when it comes to which service plan suits you. Our European Support Team will work with you to design a customised service delivery system that best fits your needs.

FAST & CONSISTENT TURNAROUND

We know that in business time is money. That's why our service team specialises in fast and consistent turnaround times, so that we can get you back to work as soon as possible.

ONLINE & SELF SERVICE SUPPORT

Our Engineering Technical Helpdesk uploads all the latest product information and support documents and are always available to aid self-resolution and eliminate the need for a repair return.

EXTENDED REPAIR AND TEST TIME

With a logistics hub integrated into our mainland Europe Service Centre, more hours are available for repair and testing. As a direct result of later shipment deadlines the extra time is used to ensure the highest quality repair is always achieved and never rushed.

EXCELLENT QUALITY OF REPAIR

With direct access to our Manufacturing and Production teams all repair technicians are fully briefed with the latest information to address any issue you might be facing.



PACK & COLLECT

THE ULTIMATE SERVICE FROM THE PERFECT PARTNERSHIP

Getac and DHL have formed the perfect partnership between two industry leaders. Together we have developed the most efficient repair and maintenance service operation possible.

This partnership takes service logistics to a new level, and our Bumper-to-Bumper warranty includes Pack & Collect as standard* whereby a DHL courier will attend wherever your broken unit is located, pack it in appropriate packaging, take it to a Getac repair centre, then return it safe and secure once fixed.

Wherever you are in the field and whatever challenges you face you can be sure we will rise to meet them.

**Pack & Collect excludes the Getac X500 due to size*



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