



Warranty terms and conditions - Personal Devices

This document describes the warranty terms and conditions for Prowise* Personal Devices. Warranty does not include third party software and/or other applications or modifications.

For Personal Devices purchased through Prowise or one of its authorized partners, the warranty terms and conditions of the respective supplier apply. These can be found on the website of the supplier of the Personal Devices.

Warranty on Prowise devices

Prowise 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 charges for repairs, including the labor costs, a call-out fee and the material expenses. Prowise will indicate these costs upfront. Visit our website for contact details.

**The overview below indicates the Personal Devices of Prowise and the relevant warranty terms per model.

Product	Productnumber	Standard warranty term (Pick up and return)
Prowise Chromebook 360 G1	PW.1.33010.0003	1 year
Prowise All-in-One PC G3	PW.1.33004.0013 PW.1.33004.0014	1 year
Prowise Chromebook EduLine	PW.1.33003.0001 PW.1.33003.0002	3 year
Prowise Chromebook EduLine 360	PW.1.33004.0001, PW.1.33004.0002, PW.1.33004.0003, PW.1.33004.0004	3 year
Prowise 11.6 inch EduBook 360	PW.1.32011.0001, PW.1.32011.0002, PW.1.32011.0003, PW.1.32011.0004, PW.1.32011.0005	3 year
Prowise 11.6 inch EduBook 360 G2	PW.1.32011.0006, PW.1.32011.0007, PW.1.32011.0008	1 year
Prowise All in One 21.5 inch EduLine	PW.1.34002.0001	3 year
Prowise All in One 21.5 inch ProLine	PW.1.34003.0001	3 year



Dead On Arrival

Prowise applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should the Personal Device malfunction within this period, it is considered a DOA and will be replaced by a new device free of charge. Prowise must be notified of the defect within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim under this warranty. Reports will only be processed upon a timely and complete notification of the Prowise Service Department.

Use of 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 authorized partners. Prowise sells only to business customers, Warranty can never be invoked by consumers. Except with the consent of Prowise, warranty can never be invoked by third parties who have obtained Personal Devices through a transfer or sale by initial customers of Prowise. Our warranty does not cover damage caused by accidents or unauthorized 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 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 authorized by Prowise to carry out these tasks. Always contact Prowise 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.
- Vandalism or otherwise intentionally inflicted damage.
- Exposure of the product to water, vapor 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. Read the safety instructions for more information.
- Usual wear and natural aging, such as gradual degradation of the image quality, disproportional aging 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 or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.
- The use of Windows Shared PC Mode where the device is always active in sleep mode (S3/S4 mode) is not supported on the Personal Devices

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

- Not notifying Prowise in writing within ten (10) days after delivery of a defective product, in case it is a visible defect, or within ten (10) 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 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, including the operating system and/or components, can be carried over to third-party manufacturers and are not covered under the Prowise warranty. Service activities of Prowise resulting from the use of third party products and/or software are always at the expense and risk of the customer. E.g., issues resulting from a bad WIFI-signal, whether or not combined with Airplay/Chromecast.

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 products, we refer to the general conditions of delivery and sales of Prowise.

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** Where Prowise is mentioned in these Warranty Terms and Conditions, the relevant Prowise sales company is meant. Currently this is Prowise BV for the Netherlands, Prowise Belgium BV for Belgium and Prowise GmbH for Germany. If Prowise does not have a sales company in the customer's country, the Warranty Terms and Conditions of Prowise BV shall apply. The Dutch text always prevails above any other translations.*