



## Warranty terms and conditions - Touchscreen Accessories

This document describes the warranty terms and conditions for Prowise\* Touchscreen Accessories.

### 1-year standard warranty on Accessories

Prowise provides high-quality, durable products. 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 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 our website for contact details.

### Dead On Arrival

Prowise applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should Touchscreen Accessories 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.

### Accessories

Prowise considers the following products to be Accessories:

- Cables, supplied in the packaging of the touchscreen
- Active pens and pen tips
- Passive pens
- Remote control
- WiFi antennas
- NFC Cards
- Prowise keyboard and mouse
- Prowise MOVE camera
- Remaining products of Prowise, such as a camera's, dongles etc.

### Use of Accessories

The Accessories are covered by the Prowise warranty for **1 year** starting from the moment of delivery after the purchase at Prowise or one of its accredited 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 Accessories through a transfer or sale by initial customers of Prowise. Our warranty does not cover damage caused by accidents or unauthorized modifications.

The Accessories are specially developed for Prowise Touchscreens. Applying them to other devices can shorten the lifespan and implies improper use. If the Accessories are 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.



## Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Accessories or any 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.
- An environment where the touchscreen and/or the Accessories are regularly exposed to dust, heat, cold, moist, vapor or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- External forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, excessive accumulation of dust and/or induction, etc.
- Usual wear and natural aging, such as wear to the pen tips, (mis)alignment of the MOVE camera (requires recalibration), occurring within the design or that do not affect the functionality of the appliance.
- Using external equipment that is not approved or supplied by Prowise. Read the safety instructions for more information.
- Damages incurred when returning the accessory to Prowise 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 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 Touchscreen Accessories 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. Data conversion is not included in the warranty.

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.

Version: December 1., 2023

\* 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.

