

TAG TECSLATE™

Limited Warranty



Contact us for a quote and more information:

575 WASHINGTON STREET STE 1, PEMBROKE, MA 02359 | 1-800-630-4708

CEO@TAGGlobalSystems.coM | www.TAGGlobalSystems.com



LIMITED WARRANTY

TAG Global Systems (TAG) Limited Warranty for TAG TECSLATE™

Warranty Obligations. TAG Global Systems' warranty obligations for the hardware products are limited to the terms set forth herein. TAG Global Systems warrants the TAG TECSLATE™ branded hardware products against defects in material and workmanship under normal use for a period described in the Limited Warranty Periods section below from the date of purchase by the original purchaser ("Warranty Period") The Warranty Period starts on the date of purchase. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You will be required to provide proof of purchase date to receive warranty service. If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, TAG Global Systems will either (1) repair the hardware defect at no charge, using new parts or refurbished parts that are equivalent to new in performance and reliability, or (2) exchange the product with a product that is new or refurbished that is new in performance and reliability and is at least as functionally equivalent to the original product, TAG may request that you replace defective parts with customer-installable new or refurbished parts that TAG Global Systems provides in fulfillment of its warranty obligation ("Customer Self Repair"). A replacement product or part, including a Customer Self Repair part that has been installed in accordance with the instructions provided by TAG, assumes the same warranty of the original product or ninety (90) days from the date of replacement, whichever provided longer coverage.

Limited Warranty Periods

- LED Monitor Touchscreen, On-board PC, Web Camera. One (1) year from date of purchase.
- Accessories: ninety (90) days from date of purchase.

The Accessory Product Limited Warranty Period covers the accessory items only and excludes normal wear and tear or consumables.

Exclusions and Limitations. This Limited Warranty applies only to hardware products manufactured by or for TAG Global Systems and sold by TAG carrying the TAG TECSLATE™ trademark. The Limited Warranty does not apply to any non TAG TECSLATE™ hardware products or peripherals external to the TAG TECSLATE™ branded hardware products. (Including but not limited to external storage subsystems, printer, speakers or other peripherals), or to any software applications or programs, even if packaged or sold with the TAG TECSLATE™ hardware. Manufacturers, suppliers, or publishers of products, software or peripherals, other than TAG TECSLATE™ may provide their own warranties to the end user, but TAG Global Systems in so far as permitted by law, provides their products "AS IS" without the TAG TECSLATE™ Limited Warranty. Software distributed by TAG with or without the TAG TECSLATE™ brand name (including but not limited to system software) is not covered under this Limited Warranty. Refer to the Licensing agreement accompanying the software for details of your rights with respect to its use. TAG Global Systems does not warrant that the operation of the products will be uninterrupted or error-free. TAG Global Systems is not responsible for the damage arising from the failure to follow instructions relating to the products' use.

TAG GLOBAL SYSTEMS IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAM, DATA, OR REMOVABLE STORAGE MEDIA. TAG IS NOT RESPONSIBLE FOR THE RESTORATION OR RE-INSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY TAG GLOBAL SYSTEMS WHEN THE PRODUCT IS MANUFACTURED.



To enable TAG Global Systems to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Maintain a proper and adequate environment, and use the TAG TECSLATE™ products in accordance with the instructions furnished.
- Verify configurations, load most recent firmware, install software patches, run TAG TECSLATE™ diagnostic utilities, and implement temporary procedures for workarounds provided by TAG while TAG works on permanent solutions.
- Allow TAG Global Systems to keep resident on tour systems or sites certain system and network diagnosis and maintenance tools to facilitate the performance of warranty support (collectively referred to as “Proprietary Service Tools”); Proprietary Service Tools are and remain the sole and exclusive property of TAG Global Systems.

Additional Limitations:

- An effective repair does not necessarily require the replacement of a defective part. For example, cleaning the heads of an optical drive or updating revision levels of ROM BIOS on a PC board are activities that in many instances deliver an effective repair.
- BIOS/Firmware upgrades are not covered under the Limited Warranty.
- It is the responsibility of the customer to ensure that their software is compatible with the latest BIOS/Firmware revision.

This Limited Warranty does not apply: (a) to consumable or expendable parts, such as, batteries, or protective coatings designed to diminish over time unless failure has occurred due to defect in materials or workmanship; (b) to cartons, carrying cases, shipping cases, external cabinets, accessories used in connection with the product; (c) to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (d) to damage caused by use with non-TAG TECSLATE™ products; (e) to damage caused by accident, abuses, misuse, improper ventilation, smoke exposure, contamination, improper or inadequate maintenance, cleaning or calibration, liquid contact, unusual physical or electrical stress and /or power surges, virus infection, fire, earthquake, disaster, lightning or other external causes; (f) to damage caused by operating the product outside of permitted or intended uses or usage parameters described by TAG Global Systems (including burned monitor screens and incorrect input voltage); (g) to damage caused by service (including upgrades and expansions) performed by anyone other than a representative of TAG or a TAG TECSLATE™ Authorized Service Provider (“ASP”) or your own installation of customer installable parts as instructed by TAG; (h) to a product or part that has been modified to alter functionality or capability without written permission from TAG Global Systems.(Including used of an unauthorized mount); (i) to defects caused by normal wear and tear or otherwise due to the normal aging of the product; (j) to failure to follow maintenance procedures as outlined in the product user documentation including where a schedule is specified for regular cleaning or certain parts (based on usage and environment); (k) to loss or damage in transit; or (l) if the product is not under normal use under normal operating conditions which are defined as use not in excess of 16 hours continuously per day with a minimum of 8 hour period of continuous rest in the powered off state; or (m) in any TAG or TAG TECSLATE™ serial number has been removed or defaced.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OR MERCHANTABILITY AND FITNESS FOR TA PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF TAG CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTY AND TO THE REPAIR OR REPLACEMENT SERVICE AS DETERMINED MY OR UNENFORCEABLE, THE LEGALITY OR ENFORCEABILITY OF THE REMAINING TERMS SHALL NOT BE AFFECTED OR IMPAIRED.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, TAG GLOBAL SYSTEMS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OR ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFIT ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY PROGRAM OR DATA STORED IN OR USED WITH THE TAG TECSLATE™ PRODUCT AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL BOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. TAG GLOBAL SYSTEMS DISCLAIMS ANY REPRESENTATION THAT WILL BE ABLE TO REPAIR AND PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAM DATA.

LIMITATION ON BRINGING ACTION: NO ACTION, REGARDLESS OF FORM, ARISING OUT OF THE AGREEMENT TO PURCHASE THE PRODUCT MAY BE BROUGHT BY PURCHASER MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED. GOVERNING LAW: ANY ACTION, REGARDLESS OF FORM, ARISING OUT OF THE AGREEMENT TO PURCHASE THE PRODUCT IS GOVERNED BY THE LAWS OF THE STATE OF MASSACHUSETTS, U.S.A. MANDATORY ARBITRATION- ANY ACTION, REGARDLESS OF FORM, ARISING OUT OF THE AGREEMENT TO PURCHASE THE PRODUCT IS SUBJECT TO MANDATORY ARBITRATION.

Additional Rights. FOR CUSTOMERS, WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT , THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS WARRANTY ARE IN AUDITION TO ALL RIGHTS AND REMEDIES PROVIDED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. THIS WARRANTY DOES NOT EXCLUDE, LIMIT OR SUSPEND ANY RIGHTS OF CONSUMERS ARISING OUT OF NONCONFORMITY WITH A SALES CONTRACT. SOME COUNTRIES, STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATIONS OR EXCLUSIONS DESCRIBED BELOW MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY COUNTRY, STATE OR PROVINCE. TAG GLOBAL SYSTEMS, THE WARRANT OR, IS IDENTIFIED AT THE END OF THIS DOCUMENT.

Extended Warranties. TAG TECSLATE™ extended product warranties are available for an additional charge. For further information on TAG TECSLATE™ extended product warranties, please contact your TAG TECSLATE™ sales representative.

Obtaining Warranty Service: Please contact TAG TECSLATE™ customer service and tech support before seeking warranty service. If the product is still not functioning properly after making use of these resources. A Technical Support Agent will determine if your product requires additional service and, if it does, will inform you how TAG Global Systems will provide it. You must assist in diagnosing issues with you TAG TECSLATE™ and follow TAG's warranty processes. TAG Global Systems will provide warranty service either (1) at an APS ("Authorized Service Provider") location, where service is performed at the customers' location, or the ASP may send product to a TAG TECSLATE™ repair service location for service. (2) by sending you prepaid way bills (and if you no longer have the original packaging, TAG will send you packaging material at you cost) to enable you to ship the product to a TAG TECSLATE™ repair service location. , or (3) by sending you customer-installable new or refurbished replacement parts to enable you to conduct Customer Self Repair, or by (4) exchanging the product with a new or refurbished replacement.

Customer Self Repair

TAG TECSLATE™ products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, TAG Global Systems identifies that the repair can be accomplished by the use of a CSR part, We will ship that part directly to you for replacement. There are two categories of CSR parts.

- Parts for which CSR is MANDATORY. If you request TAG to install these parts, you will be charged for the travel and labor costs for this service.
- Parts for which CSR is RECOMMENDED. These parts are also designed for CSR. This service will be handled on a case by case basis.

Based on availability and where geography permits, TAG will attempt to ship CRS parts out the next business day. Customer receipt will vary based upon the actual part, customer location and shipping method. If assistance is required, you can call TAG TECSLATE™ Technical Support and a technician will help you over the phone. TAG will specify in the materials shipped with a replacement CSR part whether the defective part must be returned to TAG. In cases where it is required to return the defective part to TAG, you must ship the part back to us within five (5) business days, and clearly display the Return Material Authorization (RMA#) on the outside of the package. The defective part must be returned with the associated documents in the provided shipping material. Failure to return the defective part may result in TAG charging you for the replacement part. With CSR, TAG will pay all shipping and return costs and determine the carrier to be used.

Backup. If your product is capable of storing software programs, data and other information, you should protect its contents against possible operational failures. Before you deliver you product for warranty service it is your responsibility to keep a separate backup copy of the contents, remove all personal information. And data that you want to protect and disable security passwords. THE CONTENTS OF YOUR PRODUCT WILL BE DELETED AND THE STORAGE MEDIA REFORMATTED IN THE COURSE OF WARRANTY SERVICE. Your product or a replacement product will be returned to you as your product was originally configured when it was purchased, subject to applicable updates.



Tomorrow's Technology...Today!

Resources. Support and service information including Authorized Service Provider locations is available by calling TAG Global Systems 1.800.630.4708 or email sales@TAGGlobalSystems.com.

www.TAGGlobalSystems.com

Please verify specifications before quoting. This guide is intended for reference purposes only. All product specifications are subject to change without notice. No part of this publication may be reproduced in any form or by any means, electronic, photocopying, recording or otherwise, without prior written permission of the publisher. All brand and product names are trademarks or registered trademarks of their respective companies.

© TAG GLOBAL SYSTEMS, LLC. 2020