

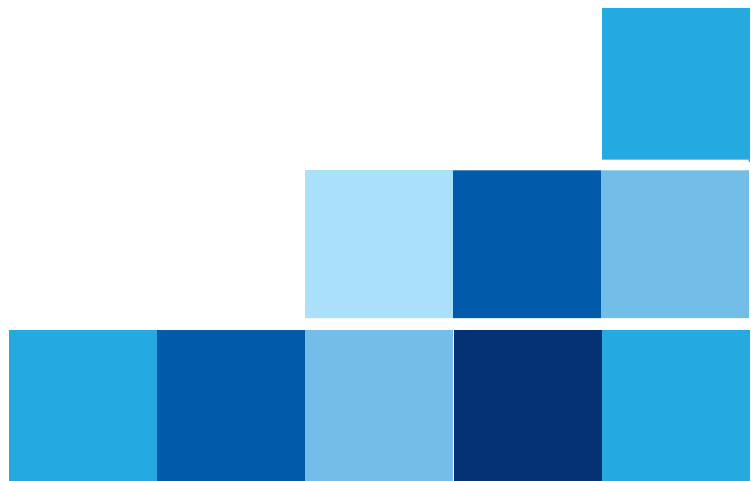
# Warranty Policy



Contact us for a quote and more information:

575 WASHINGTON STREET STE 1, PEMBROKE, MA 02359 | 800.630.4708

CEO@TAGGlobalSystems.com | www.TAGGlobalSystems.com



# TAG Global Systems (TAG) - LIMITED WARRANTY POLICY

## CLIENT SERVICES

Our commitment at TAG Global Systems is to provide you, our client, with both the products and support services necessary for success in your enterprise. Our objective is to engage with you in a partnership for success. We strive to understand your business so that we can help you achieve your goals and objectives by engaging our products, people and experience in support of your technical solution.

## WARRANTY PERIOD

TAG Global Systems CPU Boards are covered by a 12 month warranty from the date of shipment. Products covered by extended warranty and cross-region repair services against defects in design, materials, and workmanship, are also covered from the date of shipment. All of key parts assembled into TAG's products such as LCD, Touch Screen, Power Supply, and peripherals etc, will be also covered by the same warranty period.

## REPAIRS UNDER WARRANTY

There is no repair fee for in-warranty service. For out of warranty service, the following repair fees apply:

**System level:** An evaluation fee of \$150/per system is required before an RMA number can be issued. This evaluation fee will be then be referred as the "Labor Fee" once repair has been approved by customer. The total repair fee is \$150/per system for 2 labor hours plus material and shipping costs. If the repair process requires more than 2 hours of labor or additional parts after evaluation, an extra cost will be incurred after it is agreed to by the customer prior to the repair process.

**Board Level:** Repair fee is \$150/per board.

## EXCLUSIVE FROM WARRANTY

The product is excluded from warranty if:

- The product has been found to be defective after expiry of the warranty period.
- Warranty has been voided by removal or alternation of product or part identification labels.
- The product has been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which TAG Global Systems is not responsible whether by accident or other cause. Such conditions will be determined by TAG Global Systems at its sole unfettered discretion.
- Product updates/upgrades and tests upon the request of customers who are without warranty.
- Any failure of any TAG Global system product that is due to damage or misuse, such as excessive force, improper installation, or application of power in excess of specified ratings is not covered by this warranty. The warranty is VOID on electronic products if the warranty label is removed.
- The product is damaged beyond repair due to a natural disaster such as a lighting strike, flood, earthquake, etc.

## OBTAINING AN RMA NUMBER

Complete the RMA form which can be downloaded at [www.tagglobalsystems.com/RMAform](http://www.tagglobalsystems.com/RMAform). A separate form must be submitted for each device. The form will need to be emailed [support@tagglobalsystems.com](mailto:support@tagglobalsystems.com) or faxed to 1.800.630.4708. An RMA number will be emailed or faxed back to you. Shipping costs to our repair facility are your responsibility; shipping costs back are paid by TAG Global Systems. Inquiries regarding the repair status of the device should be sent to [support@tagglobalsystems.com](mailto:support@tagglobalsystems.com) referencing the RMA #.



## SHIPPING

To ship product or hardware in for service, ship to:

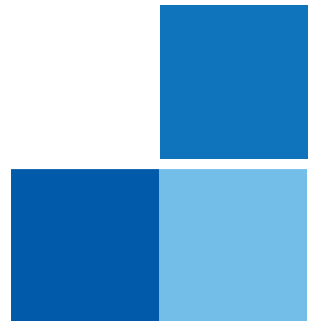
TAG Global Systems Service Center RMA # ( )  
575 Washington Street, Suite 1  
Pembroke, MA 02359

**NOTE:** An RMA number is REQUIRED for any repair work to be done.

TAG Global Systems assumes no liability for loss or damage in transit. Return unit in original packaging. Alternatively, package unit in two layers of bubble wrap, and center in a sturdy box, surrounded with foam or crumpled paper.

**\*DO NOT** use foam peanuts due to the static problems that may damage your computer.

TAG GLOBAL SYSTEMS, LLC. 2018



Tomorrow's technology...today!