



Limited Warranty for Thin Client Terminals

This warrants that all hardware included in unit will be free of defects in materials and workmanship for three years from the date of shipment by Vecmar Computer Solutions. There is no additional cost for this warranty. In the event that a unit fails during this three year period, it should be returned by customer to depot, and will be repaired and returned. In the event that the unit cannot be repaired, it will then be replaced. Our policy on warranted equipment is to replace with a refurbished unit from our inventory. Vecmar will pay for the return shipping of warranted units in the lower 48 states in the U.S. only. This warranty is non-transferrable. Warranty returns must be handled according to the thin client terminal warranty procedures listed below.

Warranty Procedures for all Vecmar Thin Client Terminals:

In the event of a defective thin client terminal within the three year warranty timeframe, please follow these simple steps to insure proper handling of your warranty claim.

1. Call Vecmar for a RETURN AUTHORIZATION (RA) number. This is crucial because it is impossible for us to identify your return without it. Equipment returned without prior return authorization will not be covered under warranty. Be sure to reference the [VECMAR SERIAL NUMBER \(VSN\)](#) of the product when calling for an RA number. The VSN number is printed on a bar code label, which is located on the underside or back of the unit.
2. Ship the defective unit to Vecmar and be sure to include the RA number assigned at time of warranty call. Defective equipment should be shipped via UPS.
3. Once Vecmar has received the unit, we will inspect it to confirm that it is not functioning properly and either replace it or repair it. Our policy on warranted equipment is to replace with a refurbished unit from our inventory. Vecmar will pay for the return shipping of warranted units in the lower 48 states in the U.S. only. International customers and those in Hawaii or Alaska are responsible for shipping charges on warranted units.

Vecmar cannot be held accountable for any terms or conditions not included above.