



Collect and Return Warranty (CRW) Conditions

1. Collect and Return Warranty is an Extra-Cost option available to VXL Instruments' Thin Client customers instead of VXL's standard warranty terms of 'Return-to-Base'.
2. Under 'Return-to-Base', the End User is responsible for the cost and insurance for the transport of defective unit(s) to VXL Service Centre in Manchester UK; and VXL is responsible for the cost and insurance for the return of the repaired unit to the customer's address.
3. Under CRW, VXL will arrange the collection of the defective unit from the End User's location and for return of the repaired unit thereafter - VXL will be responsible for freight both ways for such cases as long as VXL's shipping instructions are strictly followed and only couriers and shipping modes nominated by VXL are used. In case of any shipping courier or mode other than that instructed by VXL in writing, sender will be responsible for all shipping costs.
4. CRW option is presently available only in Europe.
5. CRW option must be purchased by the customer at the same time as the purchase of Thin-Clients that this CRW will apply to.
6. CRW will apply for the length of the warranty of the units. The standard warranty period is 3 years for desktop products (TC2xxx; TC4xxx and TC7xxx series) and 1 year for laptop and integrated models (TL3xxx and TI5xxx series)
7. The cost of the CRW option is US\$ 8 per unit for Desktop thin client models (TC2xxx; TC4xxx and TC7xxx series); and US\$ 12 per unit for Laptop and Integrated models (TL3xxx and TI5xxx series). VXL reserves the right to revise these prices from time to time
8. VXL will record and maintain the register of Thin Clients that have been purchased with CRW option.
9. CRW option must be purchased for all units for each client location. It cannot be purchased selectively for particular units only.
10. Under CRW, when an unit falls within the warranty period, the end-user must log the fault online on VXL's support website (<https://support.vxl.net>)
11. VXL will communicate with end user to identify the cause of defect. In cases of software corruption, it may be possible for the end user to re-image the unit to restore to working condition.
12. Once the cause of fault has been identified / confirmed as a hardware fault, VXL will issue an RMA number for the defective unit(s) if they are within the warranty

period. For units that are registered under CRW, VXL will issue the instructions to the customer for the appropriate packing and courier details to use. RMA number will be issued within 2-3 days of the defect being identified by VXL

13. It is the End User's responsibility to ensure that all units are packed securely and suitably for handling by couriers. Units must be packed in original VXL supplied boxes (including polystyrene protection on all sides) to ensure sufficient protection is provided to the units in transit. If units are damaged in transit due to improper packing employed, VXL will not be responsible for any damages or additional costs of the repairs.
14. If the units have been received in the VXL service centre in boxes other than original VXL boxes, VXL will use the same boxes for return of the repaired units to the customer, in which case, VXL will not be responsible for any damage cause in transit from VXL service centre – or give the customer the option to buy from VXL new boxes suitable for use with the VXL products.
15. In such cases of damage caused to the VXL products due to improper packing, VXL will advise the sender immediately of the damage, and the sender must confirm whether they agree to pay the extra costs for repair of such damages or authorise VXL to destroy the goods. In case no replies have been received by VXL within 7 days of such advice to the sender, VXL retains the right to arrange for the unit to be destroyed at its own discretion.
16. Please also note that as per VXL's warranty terms, any unauthorised or self-attempt to repair any internal component of the VXL product, the warranty is null and void and any repairs by VXL will be on a chargeable basis only.
17. On receipt and checking of the defective unit, subject to clauses 12 and 13, VXL will book the unit in for repair. VXL will use best endeavours to ensure that the repaired units are returned no later than 30 days after receipt at VXL's authorised Service Centre.
18. In the course of repair, VXL may change certain components inside the unit with others on a like-for-like basis. In such cases, the removed components become the property of VXL. VXL, at its sole discretion, may decide to replace the unit with a refurbished unit of at least the same or better specifications. In such cases also, the defective unit that is retained by VXL will become VXL's property. The end user will retain no rights on such components or units that have been replaced by VXL.
19. In case of any defect on the Flash drives or any software corruption, VXL will restore the unit to factory settings only. VXL cannot be held responsible for any loss of data stored on the original Flash drive of the defective unit that VXL cannot restore on the repaired units.
20. For any repairs that are deemed as chargeable by VXL, the complete payment must be made by the end-user to VXL before repaired units can be dispatched.
21. Upon completion of the repairs, VXL will arrange dispatch of the repaired units by commercial postal or courier system on a freight prepaid basis.