

# Hardware Support and Warranty

Trisys takes great care to make sure that all our hardware systems (including all hardware and software components) are fully operational prior to shipping. The initial **one year** support and warranty is provided with the purchase of every system, and covers normal business use. Additional support and warranty may **only** be purchased while the system is still under support and warranty.

In the unlikely event that any component of our system malfunctions, we will fix or replace it as long as the system is under warranty.

**The following is not covered under our support and warranty agreement. Trisys may consider repairing such a system and under this condition the repairs would be on a “Time and Material” basis:**

Any modification made to the hardware or software components (as well as installing additional software) or configuration without prior consent from Trisys will void the warranty.

Any damage to the system resulting from vandalism, software virus, power surge/outage, act of nature or any type of physical abuse also voids the warranty.

## **Sending hardware systems to Trisys for warranty work:**

Please make sure to obtain Work Order # from Trisys’ technical support; then clearly display it on the package. Units received by Trisys without WO# will not be opened until all information is available. This may significantly delay the repair work.

Each hardware system sold by Trisys has the necessary operating system and hardware device drivers software included. When sending your system for repair, the **original software must** accompany the unit. If this software is not provided, Trisys will have to bill the client for the replacement cost.

It is client’s responsibility to backup, if possible, any important data. Trisys will not be responsible for any data loss.

All systems sent back to Trisys for repair must be packaged well to minimize the damage in transit. We strongly recommend that the system be insured during shipping. Trisys will not be responsible for systems damaged in transit on the way to us.

End-User Name: \_\_\_\_\_ (company name)

Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reseller Name: \_\_\_\_\_ (company name)

Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_