

# Benefits of Premier Technical Support Warranty

## Overview

Premier Technical Support Warranty is an optional paid service agreement for Garland Technology customers which provides a range of services and benefits not available without the paid service Agreement. The Premier Technical Support Agreement (“Agreement”) entitles the holder to the services and benefits listed for the products covered by this Agreement. The Agreement will remain in effect for the number of months purchased on the invoice and can be renewed, prior to expiration.

## Services

Customers with Premier Technical Support Service Agreement are entitled to unlimited access to Garland Technology technical support during stated business hours:

### **Technical Support Office**

8 AM – 9 PM (CST) Monday – Friday (except for observed US Holidays)

+1-716-242- 8500

<https://www.garlandtechnology.com/support>

## Advanced Replacement Exclusive to Premier

If hardware is deemed defective or faulty by the Garland Technology Support Center, the Agreement entitles the holder immediate exchange of the product at no charge . Exchanged units will be new or refurbished (guaranteed good as new) at the option of Garland Technology. The model exchanged will be the same unit or equivalent product covered by the agreement. The faulty hardware must be returned to Garland Technology within ten (10) business days of receipt of the repaired/serviced equipment. If the faulty equipment is not returned to Garland Technology within ten (10) business days, the repaired/ serviced products will be invoiced for the replacement cost (at local MSRP) of the delinquent items. Non Return of the products is grounds for immediate termination of this Agreement.

Any faulty or defective accessories that were shipped with the product and are considered essential to the operation of the hardware are covered under the Agreement provided that the Technical Support Center has approved and received its return for evaluation.

Garland Technology will pay for all shipping charges for the exchange of all equipment covered under this Agreement. All replacement products shipping from Garland Technology will be sent “next day” by the common carrier. In areas where “next day” shipment cannot be guaranteed (outside the Continental US), the quickest shipping method available will be used. Shipments being sent back to Garland Technology will be prepaid by Garland Technology and will be sent “ground” by the common carrier.



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## Benefits

Customers with this Agreement will have unlimited access to the Garland Technology support team during business hours and will receive priority handling of their technical issues. The Garland Technology support team will also be able to provide network design services, including: Visio diagrams with suggested commands and setups, and remote configuration of products through 'Go To Meeting.'

Products covered under the Agreement will be eligible for all firmware and software updates available for the covered products during the covered period at no charge. Premier Technical Support customers will receive priority notification when new firmware or features are available for covered products.

## Terms of Agreement

For Premier Technical Support Agreement to be valid, the following **conditions must be met:**

1. Full payment for the Premier Technical Support Warranty must be made at the time of purchase unless otherwise stipulated.
2. An account will be considered delinquent under the following circumstances:
  - a. Faulty products that are being exchanged are not returned to Garland Technology within ten (10) business days of receiving replacement equipment.
  - b. The customer has failed to complete the purchase process within the specified terms.
3. Grounds for termination of this agreement include:
  - a. The customer is delinquent in returning equipment.
  - b. This service agreement has not been paid for in full.
  - c. The customer resides in a country on the US Department of Commerce embargo list.
  - d. The customer is found to be falsifying any claims on hardware or accessories.
  - e. The customer knowingly uses the agreement to take advantage of services and benefits for products not covered under the agreement.
  - f. The products covered by this agreement have been altered or repaired by a shop not previously approved by Garland Technology.
4. Premier Technical Support Agreement is not transferable to a new owner, even if this hardware or software has been resold.
5. If a product is currently out of warranty and the customer wishes to have it covered, the product must be deemed "warranty supportable" by a Garland Technology authorized service center before it will be eligible for coverage under this agreement. There will be a nominal charge for this service but the fee may be waived if the customer waits a minimum of thirty (30) days before using any repair or exchange benefits.

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6. Any product (hardware or accessory) that has been abused or “worn out” due to normal usage does not qualify for service or benefits under the Premier Technical Support Agreement. Garland Technology reserves the right to determine if the cause of failure is due to abuse of the product. Should Garland Technology determine that the product failure is due to abuse, any services or benefits of this Service Agreement will be null and void and future coverage will be denied, unless the product has undergone repair by an authorized Garland Technology service repair facility. Abuse includes (but is not limited to) damage resulting from dropping the unit, misuse of the product, or neglect.
7. The terms of this Agreement are subject to change at any time.

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*Except as specifically provided in this Agreement or as required by law, the warranties stated above are exclusive and in lieu of all others, oral or written, express or implied. Any or all other warranties expressly excluded. Garland Technology shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the product, loss of profits or revenues or costs of replacement goods, even if Garland Technology is informed in advance of the possibility of such damages.*