



(Applicable for EDXIS Models S20-CS, S20-CT, S20-XT, S20-XW)

## EXTENDED WARRANTY COVERAGE

GSA Pte Ltd (the “Company”) provides to the original end-user purchaser (“you” or the “Purchaser”) a twenty-four (24) months extended service warranty for the devices purchased from the Company against manufacturing defects in materials and workmanship.

This warranty is only valid for two (2) years that begins one (1) year from the original date of purchase of Chromebook/Chromebox products purchased from the Company.

Unless otherwise specified, this warranty only covers the defects in material, design and workmanship of the hardware components of the Product as originally supplied. The extended warranty does not cover any software, consumable items, or accessories even if packaged or sold together with the Product.

If the product is found to be defective as a result of manufacturing defects in materials and workmanship during the warranty period, the Company will, at its sole discretion, repair or replace the product, at no charge as stipulated herein, with new or reconditioned parts or a functionally equivalent product, or provide a refund of the purchase price of the product, less the product’s depreciated value, only if the Company is unable to replace the product or repair it in accordance with applicable law.

All replaced parts and products, and products for which a refund is provided, become the property of the Company and must be returned to the Company free of any third-party ownership claims after you receive the replacement parts or products (or refund, if applicable).

Replacement parts and products will be new or serviceably used, comparable in function and performance to the original parts. Replacement parts and products (not including device batteries) are warranted for the remainder of the original warranty period or thirty (30) days after they are sent to you whichever is later.

Replacement device batteries are warranted for the remainder of the one (1) year warranty period that begins from the original date of purchase of the device or thirty (30) days after they are sent to you whichever is later.



## OBTAINING WARRANTY SERVICE

Warranty service can only be performed by the Company and its appointed service workshop(s) (the “Technician”). The Company will not reimburse for any service performed by others. The original dated bill of sale, or a substitute proof of purchase acceptable at the sole option of the Company in accordance with applicable law, must be presented upon request as proof of purchase.

If return of the product is required, you must send the product to the Company unless you purchased onsite warranty support, in which case you need to refer to Onsite Warranty Support section below. The Company will notify you when the product is ready for collection.

You are responsible for backing up all system and applications software and data and disabling any security passwords before services are performed, removing any data before parts or products are returned, and for reinstalling all software, data and passwords. THE COMPANY SHALL NOT BE LIABLE FOR THE LOSS OR DESTRUCTION OF DATA OR APPLICATION RESULTING FROM THE USE OR SERVICE OF THIS PRODUCT.

## CLAIM(S) FOR WARRANTY SERVICE

To obtain a warranty service, you must:

- contact the Company through the service telephone number or email stated in this warranty certificate.
- provide the product serial number
- de-provision the product, if applicable, prior to servicing
- provide a clear fault description and carry out any diagnostics if advised
- comply with any reasonable instructions from the Company or the Technician

## CLAIM(S) FOR ONSITE WARRANTY SUPPORT

If you have purchased onsite warranty support, the Company will collect the product from your site (the “Site”) within 5 working days upon notification. The Company will then return the product to the same site of collection when the product is ready.



The Site refers to the premise of the school or organization through which the product was purchased. For the avoidance of doubt, the Site does not imply the residential address of the Purchaser.

## LIMITATIONS AND EXCLUSIONS

The Company does not warrant uninterrupted or error-free operation of the product. Product performance is affected by system configuration, software, applications, your data and operator control of the system, among other factors. Though the product is considered to be compatible with many systems, it is your responsibility to determine compatibility and integration with other products or systems.

This warranty applies only to the Chromebook/Chromebox product manufactured. It does not apply to non-Chromebook/Chromebox hardware products or any software.

This warranty provides up to a maximum claim value equivalent to one (1) Chromebook replacement or replacement of parts of equivalent value. Your warranty will be considered as void upon reaching this maximum claim value.

This warranty covers manufacturing defects in materials and workmanship encountered in normal, reasonable, and except to the extent otherwise expressly provided for in this statement, noncommercial use of this product, and shall not apply to the following type of exclusions:

- damage which occurs in shipment, delivery and installation;
- applications and uses for which this product was not intended;
- altered product or serial numbers;
- cosmetic damage, such as to the exterior finish;
- damage (not resulting from defects in materials and workmanship) which occurs in your possession or that of other third parties, including due to accidents, opening of the product case or cabinet, abuse, neglect, fire, water, lightning, normal wear and tear, or other acts of nature;
- use of products, equipment, systems, utilities, services, parts supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by the Company;
- incorrect electrical line voltage, fluctuations and surges;
- adjustments and failure to follow operating instructions, instructions for installing a user-installable part, or cleaning, maintenance and environmental instructions that are covered and prescribed in the



- instruction book, including incorrect installation of hardware or software;
- reception or display problems and distortion related to noise, echo, interference or other signal transmission and delivery problems;
- burned-in images resulting from viewing an image on the display screen for an extended period of time;
- minor imperfections within design specifications or that do not materially alter functionality; and
- device batteries which will only be covered within manufacturer's original one (1) year warranty.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE. NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON THE COMPANY. THE COMPANY UNDERTAKES NO RESPONSIBILITY FOR THE QUALITY OF THE PRODUCT, AND ASSUMES NO RESPONSIBILITY THAT THE PRODUCT WILL BE FIT FOR ANY PARTICULAR PURPOSE FOR WHICH YOU MAY BE BUYING THE PRODUCT, EXCEPT AS OTHERWISE PROVIDED IN THIS WARRANTY OR IN APPLICABLE LAW.

THE COMPANY SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NO RECOVERY OF ANY KIND AGAINST THE COMPANY SHALL BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY THE COMPANY AND CAUSING THE ALLEGED DAMAGE.

WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THE PRODUCT NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF THE COMPANY. THIS EXTENDED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.



## CONSUMER PROTECTION AND OTHER LAWS MAY APPLY

The laws of Singapore will govern this warranty. This warranty is subject to any applicable subsidiary legislation, rules or regulations. It is also subject to any directives and orders of the relevant regulatory authority. Any action or proceedings may be brought and enforced in the courts of Singapore or any other jurisdiction where you or any of your property may be found and you irrevocably submit to the jurisdiction of such courts in respect of any action or proceedings against or involving you relating to this warranty.

## CONTACTING GSA

To find out more about our warranty services, please email us at [support@edx.com](mailto:support@edx.com)