

## Terms and Conditions for 2TRX Product Care Program

### Limited Product Warranty

Two Technologies, Inc.<sup>®</sup> (Two Technologies) warrants that the HANDGEAR, Hydrus, and JETT hand held computer products, the HGP-3 Printer (if originally installed on unit) and HG Dock shall be free from defects in materials and workmanship, under normal intended use, for a period of 12 months from the date of shipment from Two Technologies. The HANDGEAR and Hydrus hand held computer products, the HGP-3 Printer (if originally installed on unit) and HG Dock shall be free from defects in materials (labor not included) only, under normal intended use, for an additional period of 12 months from the date of shipment from Two Technologies and JETT<sup>®</sup> hand held computer products, shall be free from defects in materials (labor not included) only, for an additional period of 12 months. The HANDGEAR, Hydrus, and JETT products can be warranted up to five (5) years (including the standard warranty period). Two Technologies warrants that the following items shall be free from defects in materials and workmanship, under normal intended use, for a period of ninety (90) days from the date of shipment: battery packs, media containing the JETT, or Hydrus programs, desktop PC programs, owner's manual and any accessories. Extended warranties apply only to the HANDGEAR, Hydrus, and JETT products, not battery packs, media containing HANDGEAR, Hydrus, and JETT programs, desktop PC programs, owner's manual(s) and any accessories.

### Warranty Exclusions

This warranty shall not apply if: (i) the product has been set up improperly or has been improperly installed or calibrated, (ii) the product is operated in a manner that is not in accordance with the instruction manual(s) and/or user guide, (iii) the product is used for a purpose other than for which it was designed, (iv) the product has been used in environmental conditions outside of those specified for the product, (v) the product has been subject to any modification, alteration, or change by or on behalf of customer (except and unless modified, changed or altered by Two Technologies or Two Technologies' direct supervision), (vi) the defect or malfunction results from misuse or accident, (vii) the serial number on the product has been tampered with or removed, or (viii) the product has been opened or tampered with in anyway. Excessively worn parts are not covered under the RX Extend or RX Express Program (unless purchased with the RX Wear Program). These may include, but are not limited, touch screen, keyboard elastomer/switch, hand strap, bumpers, graphics, elastomer cords, flash, battery, antenna housing hinge, PACK connection hardware. This warranty is exclusive and Two Technologies will not assume and hereby expressly disclaims any further warranties, whether express or implied, including, without limitation, any warranty to merchantability, fitness for a particular purpose, non-infringement or any warranties arising from the course of performance, dealing or usage of trade. Two Technologies specifically makes no warranties as to the suitability of its products for any particular application. Two Technologies makes no warranties that its products will meet your requirements or will work in combination with any hardware or applications software products provided by third parties, that the operation of its products will be uninterrupted or error free, or that all defects in the product will be corrected. Two Technologies shall not be responsible for software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to Two Technologies for repair, whether under warranty or not.

### Remedy

In the event a defect in materials or workmanship is discovered and reported to Two Technologies within the specified warranty period, Two Technologies will, at its option, repair the defect or replace the defective product. Replacement products may be new or reconditioned. Two Technologies warrants any replaced or repaired product for a period of ninety (90) days from the date of return shipment, or through the end of the original warranty period, whichever is longer.

### Limitation of Liability

To the fullest extent allowed by law, Two Technologies' obligation shall be limited to the repair or replacement of the product. Two Technologies shall in no event be liable for special, incidental, or consequential, indirect, special or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the sale, installation, maintenance, use performance, failure or interruption of any product. Any responsibility and/or liability of Two Technologies shall, in connection with a warranted product, be limited in maximum amount to the original purchase price.

### Warranty Repairs

To obtain repair or service on the HANDGEAR, Hydrus, and JETT products, contact the Repair Services Department within the applicable warranty period to receive an Electronic Return Material Authorization (eRMA) number. Repairs returned without proper authorization may be subject to additional handling fee and/or delay the repair. The customer is responsible to prepay all shipping costs when sending equipment to a repair center. Two Technologies will return the repaired equipment by the same method it was received with costs of shipping prepaid.

### Governing Law

This warranty is governed by laws of the Commonwealth of Pennsylvania, and excluding the United Nations Convention on Contracts for the International Sale of Goods. The courts of the Commonwealth of Pennsylvania shall have exclusive personal jurisdiction in case of any disputes arising out of or in connection with this warranty.

#### **Services and Materials Provided Under All Warranties**

- Analysis of problem by service technician
- Labor and materials required to fix defective parts
- Functional analysis performed after repair
- Repair turn time varies depending on the level of 2TRX Program purchased.\*
- Shipping costs to return unit to customer

*\*International customers will experience customs and shipping delay*

#### **Replacement of Wearable Parts with RX Wear Warranty Program**

It is normal for some parts to wear out over time. With the RX Wear Warranty Program, wearable parts may be replaced once per unit in a twelve (12) month period at the sole discretion of Two Technologies. Wearable parts (as applicable to product) include:

- Touch Screen
- Keyboard Elastomer/Switch
- Hand Strap
- Bumpers
- Graphics
- Elastomer Cords
- Flash
- Battery
- Antenna Housing Hinge
- PACK Connection Hardware

#### **Obligations for Extended Warranty**

##### *Customer Obligations*

1. Pay for the extended warranty coverage per Two Technologies' stated terms and conditions. The extended warranty must be purchased before the expiration of the standard one (1) year warranty.
2. When a repair is needed, log in to the eRMA System on Two Technologies' website at [www.2T.com](http://www.2T.com) to receive an eRMA number and instructions on how to ship the product.
3. Properly pack the product (equal to the original shipping carton).
4. Adequately insure the product against loss or shipping damages.
5. Pay for shipping, handling, and insurance costs needed to return the product.
6. Pay for any expediting fees outside our normal repair policy and extended warranty programs.
7. Assume full responsibility for returning the product for repair prior to the warranty expiration date.
8. Assist as needed in tracing and/or settling shipping losses or damages.

##### *Factory Obligations*

1. Provide Return Material Authorization (RMA) number and accept the product back for evaluation or repair.
2. Evaluate, repair or replace the product as needed.
3. Repair and return the product within the specified turn around time or notify the customer if there is a delay and explain the cause of the delay
4. Adequately insure and pay for return shipping and handling costs to the customer.
5. Forewarn the customer of any non-warranty work to be completed (including associated shipping and handling costs).
6. Assist as needed in tracing and/or settling losses or damages.



Two Technologies is pleased to introduce a new selection of service plans designed specifically for our GEM Partners. These programs are intended to make the repair process as efficient and cost effective as possible. Should you need service on any of our units, we have an in-house repair center with certified technicians dedicated to evaluate and/or repair your unit.

2TRX is an innovative service plan providing multiple levels of extended warranty services to meet your needs. A service contract eliminates the uncertainty of maintaining your Two Technologies products. Service contracts are offered on four (4) levels to suit your particular needs. Contact us today with questions or to sign up for 2TRX!

#### RX Extend

- Same coverage as original 2T 12 month factory standard warranty with the exception of wearable parts
- 5 day turn on repairs (excluding weekends and holidays)
- Functional analysis
- No Charge Data Recovery Attempt
- Extendable up to 5 total years of coverage
- International customers will experience customs and shipping delay

#### RX Wear

- Wearable parts (as applicable to product) covered once per contract year (Touch screen, Keyboard Elastomer/Switch, Hand strap, Bumpers, Graphics, Elastomer Cords, Flash, Battery, Antenna Housing Hinge, PACK Connection Hardware)
- **Must be purchased with RX Extend**
- Accident Coverage 25% discount on any non-covered repairs regardless of reason
- International customers will experience customs and shipping delay

#### RX Express

- 2 day turn on repairs received before 12:00 EST (excluding weekends and holidays)
- Spares Program available to customers purchasing RX Express on minimum 25 units of the same #110 (quantity of spares limited)
- International customers will experience customs and shipping delay
- **Original warranty or RX Extend must be in place**

#### RX Max

- Only available to GEM Partners who maintain a minimum Sapphire level each renewable year

All extended warranty plans must be purchased before the expiration of the original 12 month factory standard warranty.

RX Extend, RX Wear and RX Max go into effect after 12 month original factory standard warranty expires.

\* Spares Program: 2-5 Custom units maintained in inventory.

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Contact Two Technologies today: 215.441.5305 • [real.rugged@2T.com](mailto:real.rugged@2T.com) • [www.2T.com](http://www.2T.com) • 419 Sargon Way • Horsham, PA 19044

Product	<b>RX Extend</b> (Same coverage as 12 month original warranty with the exception of wearable parts)	
	RX turn time	\$\$
JETT®•ce	5 day	\$149
JETT®•XL®	5 day	\$263
Hydrus®	5 day	\$307
Hydrus® Luna	5 day	\$320
Hydrus® Luna GPS	5 day	\$339
HANDGEAR® HG-270	5 day	\$370

<b>RX Express</b> (Original warranty or RX Extend must be in place. Spares require 25 pc. minimum)	
RX turn time	\$\$
2 day or Spare*	\$50
2 day or Spare*	\$88
2 day or Spare*	\$102
2 day or Spare*	\$107
2 day or Spare*	\$113
2 day or Spare*	\$126

<b>RX Wear</b> (must purchase RX Extend)
\$\$
\$165
\$292
\$341
\$355
\$376
\$397

<b>RX Max</b> (Sapphire ONLY)**
\$\$
Please call
Please call
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All extended warranty plans must be purchased before the expiration of the original 12 month factory standard warranty.

\* Spares Program: 2-5 Custom units maintained in inventory.

\*\* Over 100 pieces of the same model must be purchased annually for this program.

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