

## 1. Products covered by our warranty

- Tablets
- Charging Cabinets
- Charging Hubs

LbQ hardware holds the following automatic warranty period and service levels. All warranty periods are valid from the date of purchase;

Purchase Package	Tablets	Charging Cabinets	Charging Hubs
<b>Service Level</b>	<b>Advanced Replacement</b>	<b>On-site Support</b>	<b>Advanced Replacement</b>
LbQ Super Deal	3 Years	3 Years	n/a
Classroom Package	1 Years	n/a	1 Year
Individual Tablets	1 Years		

The warranties are non-transferable and only apply to products purchased from LbQ or authorised resellers. LbQ provides advanced replacement cover for tablets and charging hubs, and on-site support for cabinet repairs. All logistics costs are covered by LbQ.

## 2. Obtaining Warranty Support

Warranty claims are dealt with by the LbQ service team, supported by Virtual Distribution. Please contact [warranty@lbq.org](mailto:warranty@lbq.org) with your school name, hardware serial numbers, contact number and brief description of the issue and the service team will respond to you within the next working day. Or alternatively call 01254 918711 and have to hand the serial number of the hardware and a description of the fault.

## 3. Warranty Support

Once a tablet or charging hub has been diagnosed as defective by our service team, and the fault cannot be easily rectified by the customer, we will ship a replacement in advance of receiving return of the defective unit from the customer. The service team will inform the customer how to return the defective tablet or charging hub using the prepaid label. All returns must be made within 7 working days of receiving the replacement unit. If the defective unit is not received within 7 working days of replacement being received, LbQ reserves the right to invoice the customer for the price of the product.

If there is a fault with a cabinet which requires an engineer fix or replacement, the service team will provide on-site support for the customer, arranging a time that is convenient between both parties. The service team will email a confirmation of the site visit date and time following the booking, together with a checklist regarding access and potential assistance requirements which will be discussed during the previous service call. If the scheduled time needs to be amended by either the customer or the service team, a minimum of 48 hours' notice is required by each party.

Shipment of tablet or charging hubs replacements will be made within three working days of failure being recorded, cabinets will be replaced or fixed within seven working days of failure being reported.

The customer is responsible for ensuring all replacement products are without visible physical damage at point of receipt. Any reports of damage must be reported to the service team within seven days of receipt.

Replacement products will be of equal calibre to the original units but are not required to be new, they may be fully functional refurbished products.

The performance of the warranty claims shall cause neither an extension nor a restart of the warranty period, the warranty term will always reflect the original purchase date.

#### **4. Exclusions**

The Warranty does not apply to damage for which LbQ cannot bear responsibility and which include but are not limited to the following:

1. Products that have not been purchased directly from LbQ or their authorised resellers.
2. Improper use, mechanical damage (e.g. scratches, pressure or break points), incorrect storage or cleaning and maintenance.
3. Accidental or deliberate damage, however caused.
4. Connection or use of the product for a purpose other than that for which it is intended and non-observation of LbQ's operating instructions.
5. The modification of the product by persons not authorised by LbQ.
6. Products whose serial numbers have been modified, removed or made illegible are excluded from the warranty.
7. Products that have been locked with a PIN and require reconfiguration.
8. Natural Disaster, flooding, fire, chemical or biological exposure, acts of violence, acts of war or similar events.

LbQ reserves the right to charge for any services it delivers in servicing a warranty claim which contravene any of these terms and conditions.

#### **5. Dead On Arrival (DOA)**

All brand-new charging units and tablets carry a thirty day 'Dead on Arrival' ('DOA') Warranty Policy, valid from the date of invoice. New replacements will be provided if the hardware is found to be non-operational within thirty days of invoice, and freight will be covered both ways.