

HOLOFIT RETURN AND REPAIR POLICY

If the HOLOFIT hardware is shown to be faulty, the user must contact Schenker Technologies and provide the relevant information as seen here <https://bestware.com/en/contact/>

The user's details and serial number of the defective hardware should all be entered. The "Company" field should be your company, and under "Subject" you should type "Hardware issue with hardware running HOLOFIT".

This online form will go into the support department system and be replied to by one of support representatives.

After diagnosis/confirmation of the hardware problem, we Schenker Technologies will issue an RMA number to the customer and:

a/ customers in the EU countries will be sent a DHL Return Label - this is a link that you should complete with your information and then print out the shipping label. You would then take the package to your local Post Office and it is sent via DHL to our RMA department.

b/ for non-EU customers, the shipping charges are covered by the customer.

Please see below the warranty package overview details also available at <https://bestware.com/en/service/warranty/>

SCHENKER TECHNOLOGIES GMBH WARRANTY PACKAGE OVERVIEW

	24 month warranty	legal rights in case of defects D / EU
duration / period	24 months from date of purchase ¹⁾	24 months from transfer of risk
costs	free of charge	free of charge
Area of validity (location)	global	EU
entitled party	tied to device / transferable; date of purchase or delivery must be proven	Purchaser / personal
advance replacement	Europe (excluding Malta, Norway, Switzerland, Cyprus, islands)	-

Pick Up & Return Service	Europe (excluding Malta, Norway, Switzerland, Cyprus, islands)	-
Bring-In-Service	Malta, Norway, Switzerland, Cyprus, islands and non-European countries	-
48 hr rapid repair (in-house; Mon - Fri)	6 months included, thereafter 14 days maximum	-
Device check-up inc. transport costs	-	-

¹⁾ Exceptions: expendable parts such as batteries 12 months; power supplies 24 months

DEFINITIONS

WHAT DOES "ADVANCE REPLACEMENT" MEAN?

We offer you advance exchange as an optional service. Please carry out your own independent troubleshooting and inform us of the serial number of the defective component. Advice on independent troubleshooting can be found on our FAQ page at <https://bestware.com/en/faqs/technical-problems>. We will arrange for the replacement items to be shipped to you and pay for your delivery of the original parts back to us. The following components can usually be replaced in advance: RAM, hard drives, SSDs, HDDs, WiFi modules, drives, keyboards. This list varies from model to model. Our technical support can provide you with more information. This service applies to all of Europe, except Malta, Norway, Switzerland, Cyprus and islands. For these countries and non-European countries, you must pay for the delivery of the item to be repaired. We will pay for the cost of return delivery.

WHAT DOES "PICK UP & RETURN SERVICE" MEAN?

In the event of a warranty claim, the Pick Up & Return service covers the costs of transporting your product to Schenker Technologies and back to you within Europe, with the exception of Malta, Norway, Switzerland, Cyprus and islands. Your product is adequately protected against loss and damage during transport by the Pick Up & Return service. Within Germany you can book a free pick up of your product. We provide you with a return label for this purpose.

For other European countries, except Malta, Norway, Switzerland, Cyprus and islands, the return label can be used for posting the item from a post office of your choice. For Malta, Norway, Switzerland, Cyprus and islands as well as non-European countries, the item to be repaired must be sent in at your own expense. The Pick Up & Return Service does not cover the costs of transport outside Europe or the risks associated with transport outside Europe.



WHAT DOES "BRING-IN SERVICE" MEAN?

As part of the bring-in service, you must return or bring the device to us at your own expense, after which you will receive the repaired device or a replacement. The bring-in service covers material costs and working time; there is no entitlement to a specific processing time.

WHAT DOES "48 HR RAPID REPAIR" MEAN?

Within the first six months from the date of purchase we offer the special "48 hr rapid repair" service. The processing time for a warranty claim is a maximum of two working days (Mon - Fri), calculated from receipt of your product at one of our service locations (without transport times), so that the product is available for use again as quickly as possible. After the first six months from the date of purchase, the processing time is a maximum of 14 working days (Mon - Fri). Alternatively, you can purchase an upgrade for an extension of this service for up to 30 days from the date of purchase, depending on the warranty period booked.

WHAT DOES "DEVICE CHECK-UP" MEAN"?

In addition to our warranty packages, you can purchase a device check-up at any time and return your product for cleaning and maintenance. This will help you to maintain the performance and longevity of your product and our support team will provide you with suggestions for technical updates and improvements.

Our technicians check the device thoroughly for hardware defects. The notebook is cleaned completely (including the keyboard). We reapply thermal paste and clean the cooling system. The latest BIOS and EC are also installed. If desired, an operating system which has been purchased from us can be completely reinstalled to restore it to its original state.

SCHENKER TECHNOLOGIES GMBH WARRANTY AND SERVICE CONDITIONS

WHAT DOES THE WARRANTY COVER?

Schenker Technologies guarantees that your newly manufactured product will be free from material and/or manufacturing defects at the time of initial purchase. In addition to the warranty, Schenker Technologies offers you a Pick Up & Return Service for handling warranty claims within Europe, except Malta, Norway, Switzerland, Cyprus and islands. We offer a bring-in service for these countries and non-European countries. For the the first six months from the date of purchase the warranty also includes the "48 hr immediate repair " service (the maximum processing time from receipt at one of our service locations is two working days, Monday to Friday). Only the hardware components of the Schenker Technologies product are covered by the warranty, not software for which there is an end-user license agreement or separate warranty or guarantee agreements or entitlements with or in relation to third parties.

SCOPE OF THE WARRANTY

The warranty is device-bound and transferable within the warranty period. The person entitled to assert warranty claims under the warranty declaration of Schenker Technologies GmbH is the person entitled to use the product given proof of the date of purchase or delivery by means of the original invoice / the original delivery note and the warranty document. The warranty commitment is valid worldwide. The Pick Up & Return service is valid in Europe, except Malta, Norway, Switzerland, Cyprus and islands. We offer a bring-in service for these countries and non-European countries.

START AND DURATION OF THE WARRANTY

The warranty period begins with the date of purchase or delivery of the product. The warranty is valid for 24 months (included) or 36 months (at extra charge), depending on the period chosen or booked when purchasing the product. Please keep the original invoice / delivery note and the warranty document as proof of your warranty claims. Information provided on the Internet or by telephone does not replace the submission of these documents.

WHAT HAPPENS IN THE EVENT OF A WARRANTY CLAIM?

In order to submit a warranty claim, our complaints hotline and technical support staff are available by telephone from Monday to Friday from 8 a.m. to 8 p.m., and Saturday from 9 a.m. to 2 p.m. at

Schenker Technologies GmbH
Walter-Köhn-Straße 2C
D-04356 Leipzig
Germany
Tel. +49 (0) 3 41 - 246 704 - 0
Fax +49 (0) 3 41 - 246 704 - 44
or 24/7 at support@bestware.com

WHAT HAPPENS NEXT?

Please provide us with as detailed a description of the error as possible when you submit your complaint. You will receive a reference number (called an RMA number) with your submission for further processing. Upon submission of a warranty claim, Schenker Technologies will immediately check the product to determine whether a warranty claim is possible. You must provide us with the product, and we will ask you to do so either at your place of residence, by sending it to one of our service locations or to a third party designated by us (see Pick Up & Return Service or Bring-In Service). If a warranty claim is accepted, the defective product will be repaired or, at Schenker Technologies GmbH's discretion, replaced by an identical or comparable product. If the product is no longer available or spare parts are no longer available, Schenker Technologies will offer you an appropriate replacement product. If repair is only possible at disproportionate cost or not within a reasonable time, the purchase price may be refunded pro rata after the return and retransfer of ownership of the product, taking into account the useful life of the product and the benefits of usage. When calculating the pro rata amount to be reimbursed, the purchase price is compared with the actual

service life from the date of purchase or delivery and the remaining normal service life, which may not exceed 36 months. In addition, changes and deteriorations that are not attributable to normal, contractual use of the product are taken into account.

Notice: In order to avoid damage to external data storage media or accessories and to avoid the deletion of your data, these must be removed before any warranty services are provided. You are responsible for backing up your data. Please make appropriate backup copies and/or delete any personal data. This is particularly important if the personal data of third parties has been stored. If deletion is not possible due to a defect, we ask you to expressly inform us of the existence of personal data during warranty processing. Please note that in the event of a repair, factory settings may have to be restored. We assume no liability for the costs of software configuration, lost revenue, loss of data or software or other consequential damages.

WHO IS RESPONSIBLE FOR COSTS?

The costs of repair, spare parts and labour will be borne by Schenker Technologies. Replaced parts shall become the property of Schenker Technologies GmbH. In the event of a warranty claim, the Pick Up & Return service covers the costs of transporting your product to Schenker Technologies and back to you within Europe, with the exception of Malta, Norway, Switzerland, Cyprus and islands. Your product is adequately protected against loss and damage during transport by the Pick Up & Return service. In Germany, the product in question is usually collected by a courier service on the next working day and returned as quickly as possible after repair. For other European countries, except Malta, Norway, Switzerland, Cyprus and islands, collection is unfortunately not available. Instead, the DHL returns label can be used to post the delivery from a post office of your choice. For Malta, Norway, Switzerland, Cyprus and islands as well as non-European countries, the item to be repaired must be sent in at your own expense. The warranty and the Pick Up & Return service do not cover the costs of transport outside Europe or the risks associated with transport outside Europe. If the inspection reveals that the defect is not covered by the warranty, we reserve the right to charge the customer for any repair costs incurred in the form of a flat-rate inspection fee of €49.00 for Germany or €59.00 for all other countries plus the costs for materials and work in accordance with a cost estimate. For repairs subject to a fee, we offer a separate warranty of 12 months from the date of repair or installation for new spare parts.

OPERATING AND INSTALLATION INSTRUCTIONS

The acceptance of a warranty claim requires that the product is used in accordance with the operating, maintenance and installation instructions or the manual. The warranty does not cover defects or damage caused by incorrect installation, improper use (e.g. overclocking, use of unauthorized drivers), incorrect operation, incorrect installation, violent interference or mechanical modifications (including physical surface damage, damage to displays or cosmetic defects). The warranty only applies to the use of the product in the context of ordinary, private, intended use and not if the product's place of installation is not suitable for proper operation. This is particularly relevant if the product is used in damp rooms, in environments with above-average dust levels, if it is not protected from vibrations or if it does not have a well-ventilated free space on all sides for cooling. Furthermore, the warranty does not apply if the serial numbers of the product or its components have been removed, changed, deleted or made unrecognisable.

EXCLUSIONS

Schenker Technologies does not guarantee unlimited compatibility or usability with peripherals, accessories and additional devices (external drives, monitors, printers, input and control devices, loudspeakers, microphones, cameras, etc.), uninterrupted or error-free operation of the product, or the proper operation of any hardware-software combinations, unless these are offered by us. Overclocking any components will result in a loss of warranty, with the exception of factory overclockable components.

The warranty does not cover:

- The free provision of replacement or rental equipment during the processing of a warranty claim
- The regular maintenance and repair or replacement of parts that becomes necessary due to normal wear and tear (see maintenance and care instructions); Schenker Technologies GmbH offers device check-ups for this purpose
- The repair or replacement of disposable components or expendable parts that have to be replaced regularly during the life of the product (e.g. rechargeable batteries, power supplies, printer cartridges/toners, lamps)
- The repair or replacement of the components of free additions to your product, virus infections or use of the product with software not supplied with the product or which has been incorrectly installed, repairs and repair attempts by persons who are not part of Schenker Technologies GmbH technical support or third parties authorised by us, interference with the cooling system (the thermal paste may only be changed by our certified technicians), accidents, fire, exposure to liquids, chemicals or other substances, flooding, shock, mechanical damage to surfaces and components, excessive heat, inadequate ventilation, overvoltage, radiation, electrostatic discharge (including lightning) and other external forces or influences.
- The automatic replacement of individual components, assuming these do not fall under our advance replacement service
- The independent installation of non-device-specific BIOS and EC versions which do not originate from our support homepage.

LEGAL RIGHTS IN CASE OF DEFECTS

Your legal rights in case of defects remain unaffected by the warranty. The independent warranty statement of Schenker Technologies is made in addition to the customer's legal rights in case of defects and does not restrict these.

CONTACT

In the event that a Schenker Technologies product exhibits a defect within the warranty period, or to request the Pick Up & Return Service, please contact our Technical Support immediately, stating your customer data from the invoice/delivery note:

Schenker Technologies GmbH
Walter-Köhn-Straße 2C
D-04356 Leipzig

Germany

Tel. +49 (0) 3 41 - 246 704 - 0

Fax +49 (0) 3 41 - 246 704 - 44

or 24/7 at support@bestware.com

Notice: Before contacting Schenker Technologies GmbH in writing or by telephone, please do not send us a product without being asked to do so. You will receive a reference number (called an RMA number) for each process. If possible, please send us your device in its original packaging with all accessories and packaging components. If necessary, use protective outer packaging. If you no longer have the original packaging, please use suitable packaging to provide sufficient protection against transport damage in order to avoid claims for compensation due to damage as a result of defective packaging. However, this is not a prerequisite for the effective exercise of rights under the warranty.

OUT OF WARRANTY SUPPORT

Our technical support (e-mail, telephone) is available to you free of charge for the entire service life of your device.

Within the first month after expiry of the warranty, we will inspect the device to be repaired free of charge. However, repairs can only be made for a fee. We will provide you with a cost estimate for this. From the second month after expiry of the guarantee, we charge a flat rate of €49.00 for Germany and €59.00 for all other countries. The inspection fee includes troubleshooting and the cost of return delivery to you. This amount is only due if you reject the cost estimate for repair prepared by our certified technicians.

For repairs subject to a fee, we offer a separate warranty of 12 months from the date of repair or installation for new spare parts.

MAINTENANCE AND CARE INSTRUCTIONS

Please observe the following maintenance and repair instructions. Neglect, repair or attempted repair by persons who are not part of Schenker Technologies technical support or third parties authorised by us can lead to the exclusion of legal rights in the event of defects or warranty services.

1. GENERAL

- In order to ensure a long service life, avoid damage and not to endanger your legal rights in the event of defects or warranty claims, please ensure that your product is used in accordance with the operating and installation instructions or the manual.
- Avoid violent exposure or mechanical changes to physical surfaces. Operate your device exclusively on firm, level surfaces.
- Do not expose your device to damp rooms, dusty environments or vibrations. Make sure that your product has a well-ventilated free space for cooling on all sides and that fans or ventilation grilles are not covered.
- The permissible ambient temperature for the operation of your product is between 5 and 25°C. Avoid internal and external exposure to liquids, chemicals or other substances, flooding, excessive heat or cold, inadequate ventilation, overvoltage, radiation, electrostatic discharge (including lightning) and other external forces or influences.

- Avoid using the product with external components, accessories and other accessories that are not compatible with the Schenker Technologies GmbH product.

2. CLEANING

- The necessity and frequency of cleaning your product depends on the type of use, its service life and the extent of use. It is always recommended to keep the device free of grease, dust and nicotine. Only clean your product when it is switched off and in a cool place, away from the power supply.
- Your product is equipped with a high-quality, modern display. In order to take care of it we recommend regular cleaning with a clean, damp - but never wet - microfibre cloth. Under no circumstances should liquid get between the display and display frame or into the housing.

3. MAINTENANCE

Ventilation / cooling: The high-performance systems from Schenker Technologies require regular maintenance in the cooling system area, as dust can accumulate and become trapped there, depending on use. We recommend a thorough cleaning every four months. Opening the service cover - if available on your model - does not result in any loss of rights in the event of defects nor loss of warranty. Your device may otherwise only be opened by Schenker Technologies GmbH technical support or third parties authorised by us. You can use a vacuum cleaner at the lowest power level to clean the fans and coolers. However, it should be noted that the fans should be fixed in place in order to avoid overvoltage, damage to bearings or damage to components. It is recommended to use a brush to loosen the dirt particles beforehand.

Battery: Please observe the manufacturer's instructions for operating and charging the battery. Do not expose the battery to external heat. We also recommend that you charge the battery completely and only recharge it when the device signals you that it is well below 10 percent. Only use the power supply unit supplied by Schenker Technologies GmbH for charging, as the charging electronics in the battery and notebook as well as the power supply unit are matched to one another. If you operate your device mainly in a fixed position via mains electricity, we recommend charging the battery up to a maximum of 80% and then storing it separately from the device in a cool place.

4. PIXEL ERRORS

Pixel errors occur on LCD screens for technological and production reasons and cannot be completely avoided. A 19" display with a resolution of 1600 × 1200 pixels, for example, consists of 5.76 million individual screen cells driven by tiny transistors. With such a gigantic number, it is possible that despite the highest quality standards one or more individual cells do not function perfectly and are permanently switched on or off. The result is permanently illuminated or permanently black pixels on the screen.

The ISO standard 9241-307 defines quality classes in this respect and thus ensures transparency with regard to the warranty and guarantee claims of end customers, dealers and wholesalers against manufacturers. By committing to an ISO error class, monitor manufacturers commit themselves to comply with the corresponding standard in series production. As explained in the following table, pixel error classes are based on the number of pixel errors and the specific error type. The number of pixel errors is defined per 1 million pixels. A distinction is made between the following three error types:

- Error type 1: permanently illuminated pixel
- Error type 2: permanently black pixel
- Error type 3: defective subpixel which is either permanently illuminated (red, green, blue) or permanently black

All notebooks sold by Schenker Technologies are Class II unless otherwise specified.

Software or driver conflicts and thermal problems (overheating of the imaging hardware, overclocking or poor ventilation) can also lead to pixel errors. Pixel errors within the scope of the permissible maximum do not constitute a defect in the sense of a warranty or guarantee. If there are more pixel errors on your display than the permissible maximum, please contact us by e-mail at support@bestware.com indicating the number and type of pixel errors.

5. CONTACT

For questions regarding maintenance and cleaning or pixel errors, please contact our technical support, stating your customer data from the invoice/delivery note:

Schenker Technologies GmbH

Walter-Köhn-Straße 2C

04356 Leipzig

Germany

Tel. +49 (0) 3 41 - 246 704 - 0

Fax +49 (0) 3 41 - 246 704 - 44

or 24/7 at support@bestware.com

Equipment reception and collection: Monday to Friday from 1 pm to 5 pm