



TRIPY

Titre	Warranty & After Sales Service	Version	B
Sujet	Warranty	Date rév.	2007/10/23
Auteur	Tripy S.A.	Conf:	TRDeal
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## **Tripy Warranty & After-Sale Service**

### **2 years manufacturer's warranty**

#### **Term 1 : Purpose and duration**

Tripy manufacturer's warranty protects the user against non-conformities or malfunctioning detected on the product within 2 years from its purchase. As soon as the buyer notices a product non-conformity or malfunction, he should inform his reseller without delay.

#### **Term 2 : Scope of application**

Tripy manufacturer's warranty is applicable in Europe and covers all Tripy products excluding the following accessories: external lighting, 12V cables, external knob, batteries.

#### **Term 3 : Registration and application**

The warranty becomes effective from the date of purchase. Upon warranty claim, it is the buyer's responsibility to prove the date of purchase by means of an invoice or ticket showing the reseller's name, the date of purchase and device serial number. Without evident proof of purchase, a warranty claim cannot be handled.

#### **Term 4 : Conditions**

Tripy manufacturer's warranty covers parts and work to conduct the repair. Shipping of the defective product to the point of sale, as well as its recovery from that same point are the responsibility of the buyer. *Shipping costs from the reseller to Tripy S.A. Belgium are covered by the reseller. Eventual transfer of this cost to the buyer is the reseller's responsibility. Shipping costs from Tripy S.A. to the reseller are covered by Tripy S.A.* The warranty is applicable if the products are used according to the user guide. Tripy manufacturer's warranty is not applicable in the following circumstances:

- Products having been opened, tempered and/or having been repaired outside of a manufacturer's authorised shop.
- Products showing obvious signs of shocks or resulting from other abnormal deteriorations such as: bad storage, bad maintenance, or extended exposure to external agents such as oxydants or aggressive substances.
- Products damaged by a bad usage or bad installation (RAM Mount accessories are exclusively recommended by Tripy). See prices list.
- Products showing abnormal keyboard wear.
- Products with a broken connector pin.
- Products showing a casing failure or watertightness failure following the usage of inappropriate screws.
- Products with broken LCD display.

**NOTE: For a failure happening within 14 days following the purchase, the product may be exchanged against a new product. It is the reseller's responsibility to return the defective product to Tripy S.A. at his cost in its original packaging including all accessories and a copy of the sales invoice. Only under these conditions, will the product be exchanged by Tripy S.A.**

#### **Term 5 : Return procedure**

The return of a defective product takes place through the intermediary of the reseller. For the areas without reseller, a return request shall be asked for by e-mail to [support@tripy.be](mailto:support@tripy.be). The Tripy reseller fills in a document called « INTERVENTION ORDER» summarising the buyers' details as well as a short description of the defect (compulsory) and the circumstances when it appeared. The intervention order may be downloaded from the website [www.tripy.be](http://www.tripy.be). The warranty claim is only valid if the product's proof of purchase is joined to the intervention order. The defective product shall preferably be returned in its original packaging or alternatively in another packaging ensuring proper similar product protection.

### **1 year crash warranty**

#### **Term 1 : Purpose and duration**

The anti-crash warranty offers to replace at a flat cost a RoadMaster that would have been destroyed in a fall or an accident. This warranty is applicable for one year following the purchase.

#### **Term 2 : Scope of application**

The anti-crash warranty is applicable throughout Europe. It only covers the RoadMaster.

#### **Term 3 : Registration and application**

Same as Manufacturer's warranty.

#### **Term 4 : Conditions**

Same as Manufacturer's warranty.

Special conditions for the crash warranty:

- Only applicable to the first owner (registered)
- Product damaged upon a fall or accident (product to be returned to us)
- Accompany the product with a Service return form and a copy of the proof of purchase with reseller's stamp

#### **Term 5 : Return procedure**

Same as Manufacturer's warranty.



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## **Resellers additional information**

To benefit from Tripy's warranty & service, resellers should follow the following guidelines:

### 1° Upon selling

Upon selling, it is required to write the sold device serial number on the invoice or ticket. A copy of the invoice indicating the serial number will be required upon any warranty claim.

### 2° Upon a return under warranty

The product for which a warranty is claimed should absolutely be returned to Tripy S.A. by an official dealer. The product must be accompanied by an intervention order (downloadable from the site [WWW.TRIPY.BE](http://WWW.TRIPY.BE)) as well as a copy of the sale invoice showing the date of selling and the device's serial number. Without a date, the date of shipping from Tripy S.A. to the reseller will be used. The intervention order shall be filled in threefold. One copy to be kept by the reseller, another given back to the buyer, and **the third one should accompany the products**. Transport cost from the reseller to Tripy S.A. is covered by the reseller. The reseller is free to transfer this cost to the buyer. The transport cost from Tripy S.A. to the reseller is covered by Tripy S.A. The intervention order shall be duly filled in in order to speed up Tripy S.A.'s technical services action. In particular, a clear description of the defect.

### 3° Out of warranty returns

Products for which a return is called for outside the warranty period should absolutely be returned by an official dealer to Tripy S.A.. The product must be accompanied by an intervention order (downloadable from the site [WWW.TRIPY.BE](http://WWW.TRIPY.BE)). The intervention order shall be filled in threefold. One copy to be kept by the reseller, another given back to the buyer, and **the third one should accompany the products**. Transport cost from the reseller to Tripy S.A. is covered by the reseller. The reseller is free to transfer this cost to the buyer. The intervention order shall be duly filled in in order to speed up Tripy S.A.'s technical services action. In particular, a clear description of the defect. Interventions outside of the warranty are charged at flat costs including the shipping costs from Tripy S.A. to the reseller. Upon repair, one should specify the type of service required. The intervention order shows the most standard service requests.

The reseller is entitled to a 20% commission on the services outside of the warranty. Costs of services outside warranty are per the list below:

Intervention	Reseller's price excl. VAT (incl. Return shipping*)	Customer's price (VAT 21% incl.) (incl. Return shipping*)
Connector pin replacement	30€	50€
Keyboard replacement	50€	80€
Battery replacement	55€	90€
LCD replacement	70€	110€
Complete repair	145€	220€
Product exchange	215€	330€
Internal data recovery (in addition to above service)	15€	20€

Reseller is free to transfer to his customer the cost of shipping from the reseller to Tripy S.A.

\*: shipping within western Europe.