

# H-28 OPTICARE SERVICE AGREEMENT

## OPTICARE SERVICE LEVEL AGREEMENTS

Opticon are committed to providing excellent customer service and provide OptiCare packages carefully chosen to meet your requirements.

The OptiCare packages provide cover for a wide range of Opticon devices. Our policy offers support for a full 24 months or 36 months from date of purchase for all our UK customers.

Cover includes Accidental Damage, Warranty Failure, and Two Screen Replacements with a guaranteed 3 working day turnaround, Telephone Support and Free Return Shipping (no advance shipments).

We operate a service exchange program for all OptiCare contracts, and will provide a like for like replacement device. We can also validate new policies up to 30 days after purchase. The 3 working day turnaround will begin once we receive your unit in our UK office.

Opticon reserves the right to amend or cancel any OptiCare policy without prior notice. Exclusions apply, see full list for complete details. Opticon reserves the right to review all OptiCare pricing on a quarterly basis.



Part Number: 76252  
2 Year OptiCare Service Contract  
£195.00 RRP

## Exclusions

Unless stated under the terms and conditions of the contract the following will not be included within your service level agreement:

- Unauthorised tampering or modification of the equipment.
- Use of the equipment for anything other than the use for which it is designed.
- Misuse, abuse, neglect or disaster of the equipment, including but not limited to, fire and flood.
- Malicious damage to the equipment. Opticon reserves the right to classify each repair upon inspection.
- Shipping Damage.
- Opticon shall not under any circumstance be liable to Customer or any other party for lost profits, or any other damages with respect to any claim.
- Any 3rd party software will not be reloaded after repair and will be returned in Factory Default mode.



To register your H-28 OptiCare policy please email [uksupport@opticon.com](mailto:uksupport@opticon.com) with your Company Name, Contact Info, Product name and Serial Number. You will also find further information within your product box of how to do this.

If you have any questions regarding your OptiCare Service Agreement please contact the UK Office on 01582 433763 or email [ukrepairs@opticon.com](mailto:ukrepairs@opticon.com)

