

SYNETECH

Hardware Warranty Terms and Conditions

SyneCare | **SyneCare+**

Further information at:

 synetechworld.com/en/soporte/garantia

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Table of Contents

- 1. GENERAL TERMS APPLICABLE TO HARDWARE..... 3
 - 1.1 SYNETECH HARDWARE WARRANTY SUMMARY 3
 - 1.2 SYNECARE WARRANTY 3
 - 1.3 SYNECARE+ WARRANTY 3
- 2. WARRANTY SERVICE LEVELS 4
 - 2.1 RETURN FOR REPAIR (RFR) 4
 - 2.2 ADVANCED REPLACEMENT COVERAGE (ARC) 4
 - 2.3 ON-SITE SUPPORT (OSS) 4
 - 2.4 INSTALLATION 5
 - 2.5 LOGISTICS 5
 - 2.6 RESPONSE TIMES AND SERVICE LEVEL AGREEMENTS (SLAs)..... 5
 - 2.7 COMMUNICATION PROCESS AND CLOSURE DUE TO INACTIVITY 6
- 3. WARRANTY EXCLUSIONS 7
 - 3.1 PROCEDURE FOR INCIDENTS EXCLUDED FROM WARRANTY 7
- 4. ADDITIONAL INFORMATION 8
 - 4.1 CRITERIA FOR ON-SITE SUPPORT (OSS) 8
 - 4.2 POST-CLOSURE PROCESS AND CONTINUOUS IMPROVEMENT 9
 - 4.3 PARTNER PORTAL AND RMA VISIBILITY 9
- 5. LEGAL TERMS..... 10
 - 5.1 CONTRACT..... 10
 - 5.2 VALIDITY 10
 - 5.3 LIMITATION OF LIABILITY 10
- APPENDIX 1. COMPARISON TABLE SYNECARE | SYNECARE+ 11

1. General Terms Applicable to Hardware

1.1 Synetech hardware warranty summary

Synetech offers two types of warranties: **SyneCare** and **SyneCare+**. The warranties are non-transferable and only apply to products purchased from Synetech, a wholesaler, or a certified and authorized distributor.

1.2 SyneCare Warranty

The **SyneCare warranty** is automatically obtained at no charge with the purchase of Synetech products. All hardware products have the same level of service and warranty period. The warranty period for all Synetech products begins automatically on the date of activation of the Synetech product.

1.3 SyneCare+ Warranty

This is Synetech's extended warranty. It can be purchased through Synetech or through a Synetech-certified and authorized wholesaler or distributor. The **SyneCare+ warranty** will take effect on the date of purchase of the extension. It must be purchased within 30 days of installation and configuration; otherwise, the upgrades will not apply, and the warranty will revert to SyneCare.

2. Warranty service levels

Synetech offers three levels of warranty: **Return for Repair (RFR)**, **Advanced Replacement Coverage (ARC)**, and **On-Site Support (OSS)**. The scope of each service level will depend on the warranty obtained (SyneCare or SyneCare+). For all service levels, the customer is responsible for contacting Synetech when an incident occurs.

2.1 Return for repair (RFR)

1. Once Synetech's technical support team has diagnosed a product as defective, Synetech may instruct the customer to uninstall the product, pack it properly in the box and security supports that were initially delivered, and send it, at the customer's expense, for repair or replacement of the defective product.
2. Delivery and tracking of the defective product to Synetech is the customer's responsibility. We recommend hiring an appropriate and authorized transportation service with a goods tracking platform.
3. After receiving and properly examining the product, Synetech reserves the right to repair or replace it, at Synetech's discretion. The replacement product will be sent to the customer, with the costs borne by Synetech.
4. Products delivered for the first time as replacements under the warranty conditions will receive the benefit of the remaining warranty period available for the replaced product.

2.2 Advanced Replacement Coverage (ARC)

1. Once Synetech's technical support team has diagnosed a product as defective, Synetech reserves the right to send a replacement product, at its discretion and at Synetech's expense, prior to the customer's return of the defective product.
2. If Synetech does not receive the defective product within 15 days of receiving the replacement product, Synetech reserves the right to invoice the customer for the price of the product, shipping costs, and any additional expenses. The customer agrees to pay the invoice in full.
3. Products provided for the first time as replacements under the warranty conditions will benefit from the remaining warranty period available for the replaced product.
4. If a replacement product is used as part of another product other than the defective product originally reported and shipped, the replacement product will not be covered by the warranty.

2.3 On-site support (OSS)

1. Once Synetech's technical support team has diagnosed a product as defective, Synetech reserves the right to make the necessary arrangements with a Synetech-authorized service provider to visit the customer's premises, with expenses paid by Synetech.

2. The authorized service provider is responsible for uninstalling the defective product, installing the replacement product, and commissioning it before leaving the customer's premises.
3. The authorized service provider is responsible for properly packaging the defective product for shipment to Synetech's premises, with expenses paid by Synetech.
4. If, upon arrival at the customer's premises, the provider receives instructions to repair a product with information different from that initially indicated in the diagnostic report, the provider reserves the right to bill the customer for the associated expenses.

Access requirements

The site must be easily **accessible**. The bottom frame of the product must not be more than 1.4 meters above the floor. The product must be fully accessible without obstructions. If it is on an upper floor, there must be a suitable elevator.

2.4 Installation

Synetech recommends that all its products be installed by an **authorized and competent installation company**. Damage caused by an installation that does not meet the established requirements will be excluded from the warranty. Synetech will not be liable for any material damage or personal injury that may occur because of improper installation.

2.5 Logistics

1. The customer is responsible for ensuring that none of the replacement products show visible physical damage at the time of delivery. Any visible damage must be reported to Synetech within a **maximum of 7 days**.
2. Synetech deliveries are made outside, at a point close to the customer's premises.
3. Products must be collected from the ground floor of the customer's premises.

2.6 Response times and service level agreements (SLAs)

Synetech clasifica las incidencias según su impacto en la operativa del cliente, asignando prioridades que determinan los tiempos de respuesta comprometidos.

Priority	Impact	Response	Resolution obj.	Updates
P1 Critical	Production stopped. No service.	2h	8h	Every 2h
P2 High	Limited functionality. Workaround possible.	4h	24h	Every 4h
P3 Medium	Minor incident. Does not affect production.	8h	72h	Daily
P4 Low	Informative query or improvement.	24h	5 days	Weekly

1. Priority will be assigned by Synetech's technical support team based on the operational impact reported by the customer.
2. Response times are calculated during business hours (Monday to Thursday, 8:30 a.m. to 6:00 p.m. CET, and Friday from 8:30 a.m. to 2:30 p.m. CET), excluding Spanish national holidays.
3. Resolution times are targets, not binding contractual commitments. Actual time will depend on the nature of the incident, the availability of parts, and customer cooperation.
4. Synetech will provide regular updates to the customer according to the frequency indicated for each priority.
5. P1 incidents may be automatically escalated to higher levels of support if they are not resolved within the target time.

2.7 Communication process and closure due to inactivity

To ensure efficient resolution, Synetech establishes the following communication protocol when customer cooperation is required:

Day 0 – Automatic confirmation of case receipt with ticket number and equipment details.

Day 1 – First reminder by email and phone call if the customer has not responded to the request for information.

Day 3 – Second urgent reminder. The customer is informed that the case will be closed without response.

Day 5 – Final notice. Last attempt to contact you before closure.

Day 7 – Automatic closure of the case due to lack of response. The customer is notified by email.

1. A case closed due to inactivity cannot be reopened. If the customer wishes to resume the incident, they must create a new ticket through the official support channels.
2. Synetech will not be responsible for delays in resolution caused by the customer's lack of response or cooperation.
3. The official communication channels are web form (synetechworld.com/en/soporte/asistencia-tecnica), support email (sat@synetechworld.com), and telephone (+34 918 31 80 95).

3. Warranty exclusions

Synetech does not offer a warranty in the following circumstances:

1. Products that the customer has not purchased through Synetech or an authorized channel partner.
2. Products that have been modified or used as components of other products.
3. Products used without correctly following the instructions provided by Synetech.
4. Products damaged by deliberate or accidental actions: misuse, abuse, fire, natural disasters, power outages or electrical fluctuations, improper installation, etc.
5. Products damaged by cleaning methods that do not follow the instructions provided.
6. Components such as brackets or accessories included in the box.
7. Consumable components: batteries, fuses, connectors, cables, power supplies, and pencil leads.
8. Products damaged by use in third-party products or applications.
9. Standard components whose failure occurs outside international standards.
10. Products where the serial number is illegible, has been removed, or appears defaced.
11. Maintenance or repair of the product by personnel not authorized by Synetech.

Misrepresentation of terms

Synetech shall not be liable in cases where the authorized channel partner has misrepresented the terms or levels of service. The customer is responsible for understanding the terms and conditions prior to obtaining the product.

The following are also excluded: installation or configuration of the product, third-party hardware or software, third-party external cabling, services not previously authorized by Synetech.

3.1 Procedure for incidents excluded from warranty

When the diagnosis determines that the incident is excluded from the warranty (failure due to use, accidental damage, etc.), Synetech will apply the following procedure:

1. Synetech will prepare a detailed repair estimate and send it to the customer by email.
2. The customer will have 10 days to accept or reject the estimate in writing.
3. If the customer accepts, the repair will be carried out at the customer's expense. Repair times will be communicated along with the acceptance.
4. If the customer rejects or does not respond within the deadline, the product will be returned unrepared. The return shipping costs will be borne by the customer.
5. A product repaired under this procedure (out of warranty) will receive a 90-day repair warranty on the specific fault repaired.

4. Additional information

1. The replacement product will be the same as or a later version of the original product, but not necessarily new. They may be products that have been repaired but are in good working order.
2. Synetech reserves the right to charge for services rendered in response to a claim that does not comply with these terms and conditions.
3. Synetech reserves the right to request photographic evidence of the defective product and its location before commencing service.
4. Defective material (DOA): A product is considered defective if it malfunctions or fails when used for the first time, within the first 10 days after installation or configuration, and within 60 days of purchase. Synetech will replace the product in accordance with section 2.2 (CSA).
5. Products purchased during a promotional activity will automatically receive the SyneCare warranty.
6. Customer responsibilities: Provide complete and accurate details of any errors; remove personal data from the defective product; remove non-Synetech peripherals and hardware.
7. Products sold by channel partners in countries not specifically listed will only receive the DPR service level.

4.1 Criteria for on-site support (OSS)

On-site support is available exclusively to customers with an active **SyneCare+ warranty** for the affected devices. Prioritization will be determined according to the following criteria:

- Active SyneCare+ warranty purchased for the affected device or project
- Featured projects or special agreements formalized with Synetech

Additional terms and conditions

- Synetech reserves the final decision on the feasibility of the visit
- The target timeframe for an AIS visit is 5 working days from confirmation
- The geographical areas covered by OSS are detailed in synetechworld.com/en/soporte/garantia/paises

4.2 Post-closure process and continuous improvement

1. After closing each case, Synetech will send the customer a brief satisfaction survey by email.
2. The information collected will be used exclusively for the continuous improvement of support and warranty processes.
3. Synetech will maintain an internal record of resolutions (knowledge base) to streamline the diagnosis of similar future incidents.
4. The customer will be able to access their case history through the Synetech support portal, regardless of the type of warranty (SyneCare or SyneCare+).

4.3 Partner portal and RMA visibility

1. Synetech offers its authorized channel partners a new digital platform that enables them to manage and track incidents reported by their end customers.
2. Authorized partners can view the status of their customers' RMAs through the Synetech partner portal.
3. The platform will provide partners with contact information and relevant data about the end customer to streamline communication and incident resolution.
4. Access to the partner portal requires credentials provided by Synetech and is subject to current confidentiality agreements.

5. Legal terms

5.1 Contract

This document and any other referenced herein constitute the entire agreement relating to the terms and conditions of Synetech's warranties and supersede any prior agreement. No Synetech reseller, business partner, or distributor is authorized to make any modifications. No modification to these terms may be made unless made in writing by a Synetech executive.

5.2 Validity

If a court of competent jurisdiction rules that any provision is void, illegal, or unenforceable, that provision shall be severed without affecting the validity of the remaining provisions.

5.3 Limitation of Liability

To the maximum extent permitted by law, Synetech shall not be liable for any direct, indirect, special, incidental, or consequential loss or damage. The above limitations shall not apply to claims for death or personal injury. Synetech's total liability shall be limited, in the case of any extended warranty, to reimbursement of the costs paid by the customer for any enhanced warranty and, otherwise, shall be limited to EUR 130.00.

Appendix 1. Comparison table SyneCare | SyneCare+

Features	SyneCare	SyneCare+
Cost	Included	Paid
Duration	5 years	5 years
Activation	Automatic	30 days after installation
DPR (Devolución para reparación)	✓	✓
CSA (Sustitución avanzada)	✓	✓
AIS (Asistencia in situ)	✗	✓
Piezas incluidas	✗	✓
SLA de respuesta	P3 – P4 standard	P1 – P4 complete
Post-cierre	Survey + history	Survey + history
Portal partner	✓	✓