

Thomson Computing Warranty Information

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This Thomson Computing manufacturer warranty (hereafter referred to as the "Warranty") is granted by Group SFIT S.A.S. (hereafter referred to as "Thomson Computing") to the purchaser (hereafter referred to as "You") of the Thomson Computing Product (hereafter referred to as the "Product"). This Warranty is being delivered with the Product, subject to the following terms and conditions. Thomson Computing accredited Service Agents and Repair Centers will provide the services covered under this Warranty.

Warranty Period of the product:

This warranty applies for the period defined according to your country of residence: 24 months in European Countries from the warranty started date and 12 months for others countries from the warranty started date. This warranty begins on the date the Product was first purchased by an end-customer ("Date of Purchase"). If the Date of Purchase is not applicable, the start of the Warranty Period will be on the date the Product was first activated by an end-customer recorded by Thomson Computing ("Date of Activation"). If Date of Activation cannot be applied or proof of purchase cannot be provided, the manufacture date as recorded by Thomson Computing will be deemed to be the start of the Warranty Period.

Warranty Period of the battery:

12 months warranty from the Date of Purchase.

Warranty Period of the bundled accessories:

12 months warranty from the Date of Purchase.

Statutory Rights:

This warranty is given independently of any statutory rights that may apply in the country of purchase and does not affect or limit such statutory rights in any manner whatsoever.

1. General

Thomson Computing warrants the Product to be free from defects in workmanship and materials in the country where you originally bought your Thomson Computing product during the warranty period. If the product fails during normal and proper use within the warranty period, Thomson Computing, at its discretion, will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This warranty applies only if the product was newly manufactured on the date of purchase and not sold as used or refurbished. Please keep the original purchase invoice and register your Product on mythomson.com for future service request. This warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, a modification of the Product not carried out by Thomson Computing, any third-party software programs, normal wear and tear or any other event, act, default or omission outside control of Thomson Computing. For further details, see section 6 of this warranty information.

All components that a Thomson Computing Service center repaired or replaced will be under warranty for the remainder of the warranty period. The repair center may recover the originally configured operation system bundled with the Product. Thomson Computing will not restore or transfer any data or software from the Product's original storage media. If the product is repaired, all user generated data may be permanently deleted.

If the product is under warranty, you hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of Thomson Computing.

2. LCD Defect Policy

Despite the highest possible standards, the intricate manufacturing of thin film transistor liquid crystal display screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of your product.

However, Thomson Computing will provide the warranty service for your Thomson Computing Product's TFT LCD screen only if there are at least:

- 3 bright pixels or 5 dark pixels or 8 bright and/or dark pixels in total; or
- 2 adjacent bright pixels or 2 adjacent dark pixels; or

- 3 bright and/or dark pixels within an area 15 mm in diameter.

INFORMATION: A bright pixel is a white or sub-pixel that is always on under black pattern. A dark pixel is a dark or sub-pixel that is always off under patterns excluding black.

The inspection conditions are:

- Not less than 30cm distance, in a straight line, between TFT screen and inspector
- Room temperature between 20~40°C
- Lighting is between 300 and 500 lux

3. Software Support

Any software delivered with the Product is provided "as-is". Thomson Computing does not guarantee uninterrupted or error-free operation of any software provided with the product.

This warranty covers the hardware of the product. Thomson Computing will provide technical support for the product's preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise you to review the user manuals, the Thomson Computing support web site and/ or other online resources. Third party software may require support from the respective vendors.

4. Customer Responsibility

When using the product

- Read the user manual first and use the product only according to the user manual.
- Periodically back up your data stored on the Product.
- Keep the original packaging. In case the product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- Do not leave the product connected to the power supply once it is fully charged and not turned on. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Please check the manual before contacting the customer service.

When contacting Thomson Computing Customer Service

- Before contacting Thomson Computing technical support, ensure that you have the Product in front of you and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone number can be found at <http://www.mythomson.com>

- You will be requested by Thomson Computing to perform some of the product's troubleshooting tasks or actions, which may include the following:
 - Restoring the product's operating system, factory-installed drivers, and applications to the factory default settings.
 - Installing updates, patches or service packs.
 - Running diagnostic tools and programs on the Product.
 - Allowing the Thomson Computing technical support agent to access the product with remote diagnostic tools (when available).
 - Performing other activities requested by Thomson Computing, which will assist in identifying or resolving the problems.
- If the problem is not solved remotely, you will have to return the Product to a Thomson Computing repair center ("RMA"). Thomson Computing will issue an RMA number for your Product. Please record your RMA Number for tracking purposes.
- Describe the problem clearly and completely on the RMA request form.
- Enclose a copy of your sales invoice/receipt detailing the purchase of your Product. If you do not provide the requested documents for warranty validation, then the manufacture date of the Product as recorded by Thomson Computing will be deemed to be the start of the warranty period.
- Ensure that you have fully backed up all the data stored on your product and removed any personal, confidential, or proprietary information before any service process is started. Thomson Computing may delete any data, software, or programs installed on the product without restoring them. Thomson Computing shall not be held liable for the permanent loss, damage, or misuse of your data.
- Pack the Product in safe and stable packaging. The original packaging may be useful. In any case, the packaging should meet the following requirements:
 - Use a rigid box
 - Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
 - Wrap all items separately
 - Use adequate cushioning material
 - Use strong tape designed for shipping
 - Use a single address label that has clear, complete delivery and return information
- Please do not send in anything but the Product itself with its power supply unless specifically requested by Thomson Computing. Please remove any accessories as well as any removable storage Products such as memory cards, discs, flash drives, from the product. Thomson Computing shall have no liability for the loss, damage or destruction of accessories or removable storage Products.

- Remove or provide any password that you assigned to the Product. If access to the Product is blocked by passwords, then Thomson Computing may not detect, and repair all failures of the product.

5. RMA Methods

If RMA is necessary, you have to deliver your product to the nearest Thomson Computing repair center. Thomson Computing may, in its sole discretion, simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a free pick-up and delivery service.

6. Exclusions from this limited Warranty Service

Thomson Computing does not warrant uninterrupted or error-free operation of this product. The warranty only covers technical hardware issues during the warranty period and in normal use conditions. It applies to firmware issues but not to any other software issues or customer induced damages or circumstances such as but not limited to:

1. Damage caused to this product(s) by you or any non-authorized third party, and the damage caused accordingly will not be covered by this warranty, including but not limited to improper installation of HDD, SSD and/or RAM.
2. For those installed or modified with any other non-original software or hardware (such as HDD, SSD or RAM), Thomson Computing will only test/repair under the original software/hardware configuration. Thomson Computing does not warrant the issue caused by non-original software or hardware. This warranty will not cover the damage caused accordingly, including but not limited to improper installation.
3. The serial number of the product, components or accessories has been altered, cancelled or removed;
4. Obsolescence;
5. Damage (accidental or otherwise) to the product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;
6. Damage to the product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions;
7. Damage to the product caused by improper installation, improper connection or malfunction of a peripheral Product such as printer, optical drive, network card, or USB Product, etc.;
8. Damage to the product caused by an external electrical fault or any accident;

9. Damage to the product resulting from use outside of the operation, storage parameters, or environment detailed in the user's manual;
10. Damage to the product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
11. Unusability due to forgotten or lost security passwords;
12. Unusability of or damage to the product caused by contamination with hazardous substances, diseases, vermin, or radiation;
13. Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by a willful act of the customer;

7. Limitation of Liability

Except as provided in this warranty and to the maximum extent permitted by law, Thomson Computing is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by Thomson Computing. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this warranty the above limitations do not apply to you.

8. Privacy

It is necessary for Thomson Computing to collect, process, and use your personal data in order to facilitate the requested service; and for this purpose, your personal data may be transferred to, stored, processed or used by affiliated companies of Thomson Computing or service providers of Thomson Computing who may be located in a different country to you. Thomson Computing committed that all mentioned transfer, storage, process or use of your personal data shall be subject to applicable laws on privacy protection and personal data.

9. Abandoned Property

After your product has been repaired/replaced, or if you do not agree to the repair offer, Thomson Computing will return your repaired product /product replacement via the agreed RMA method. If you do not pick up your product, or if delivery is not possible at the address provided by you, Thomson Computing will send you a notice at the address you provided when requesting the

service. If you still fail to pick up the Product within a period of 90 days from sending the notice, Thomson Computing reserves the right to claim damages from you, including the cost of storage; to dispose the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

10. Out-of-Warranty cases

Returning the product to the Thomson Computing repair center during the warranty period does not automatically mean that it will be repaired free of charge upon receiving your product, Thomson Computing reserves the right to check the validity of your warranty and your request for warranty service. If the warranty period has lapsed or if any of the exclusions in clause 6 apply, your request will be deemed out of warranty.

If your service request is out of warranty, a Service Charge List with an offer for repair will be provided to you, which you may accept or reject. If you accept the repair we will provide you with an invoice for the repair labor, spare parts and other costs stated in the service charge list. You must pay the invoice within 4 weeks of the invoice's date of issue. The repair will only be completed after the invoice is settled.

11. International Warranty and Support

Thomson Computing International Warranty offers service and support during the Warranty Period within the covered countries of Thomson Computing International Warranty if applicable to the warranty entitlement of Product. For example, if a Thomson Computing product purchased in country "A" travelled to country "B" and would like to request for service in country "B" then if "A" and "B" are within the countries covered by Thomson Computing International Warranty, such Thomson Computing Product may be eligible to receive international warranty in country "B", subject to the following restrictions:

- For coverage countries list of Thomson Computing International Warranty, please visit Thomson Computing support site
- Service procedures may vary by country.
- Some service and/or spare parts may not be available in certain countries.
- Localized spare parts (such as keyboard/ keymats) may only be available in certain countries and may be replaced with the spare parts available in the country where the repair is requested.
- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing the Thomson Computing International Warranty.
- Some Products products may not be eligible for Thomson Computing International Warranty due to product configuration.

Thomson Computing reserves the right to interpret the provisions in this Thomson Computing Warranty Information. The information in this warranty Information may change without prior notice. Please visit the Thomson Computing Support site at <http://www.mythomson.com> for current and complete Thomson Computing warranty information.

Important: Please store this information in a secured location for future reference. This does not affect or limit your mandatory statutory rights.