

Warranty Details

How to Obtain Warranty Service

Should your product prove defective during the Warranty Period, please contact Portable One's Service and Support by email support@portableone.com or by calling 800-650-4006.

Postage, insurance and shipping costs incurred in returning your product to Portable One or its Authorized Solution Provider ("ASP") for warranty service are your responsibility. Portable One and its ASPs are not responsible for any loss or damage to the product until it is received by Portable One or its ASP or for any accessories or missing parts. A product returned for warranty service must be shipped complete (except for any manuals and software diskettes bundled with the product) in its original packing material or equivalent so as not to be damaged while in transit. Portable One warranty obligations only arise upon receipt of the defective product at its designated warranty service center in the U.S.A.

Warranty Periods

(beginning from date of purchase)

Portable One Products	Warranty Period
Laptop's & Tablet PC's	1 or 3 years
All batteries, regardless of Model/Series	1 year
All accessories purchased at any time. These include, but are not limited to: All external CD-ROM drives, CD-RW drives, DVD/CD-RW combo drives, DVD drives and floppy disk drives, all docking stations, port replicators, battery chargers, and power supplies.	1 year
Refurbished units - all Series/all models	90 days

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHERS, WHICH VARY FROM STATE TO STATE.

1. At the time of purchase you may select a 1 or 3 year Limited Warranty.
2. The internal modems on Portable One's notebooks and tablets are only qualified for use with telephone systems in selected countries, including the United States, Canada, Germany, France, Norway, Sweden, Spain, Austria, England, Croatia, Ireland, Finland, Denmark, Netherlands, Iceland, Italy, Czech Republic & Hungary.

Limited Warranty Terms and Conditions

End-User Product International Limited Warranty

This end-user international limited warranty ("Warranty") is extended by Portable One to the original purchaser ("Purchaser") of the Portable One product ("Product") accompanied by this Warranty and is not transferable.

What is Covered

Portable One warrants the Product against defects in material or workmanship under normal use for the applicable warranty period listed below ("Warranty Period"), beginning from the date of original purchase by Purchaser. If the Product becomes defective during the Warranty Period, Portable One will, at its option and without charge, repair the Product with new or reconditioned components or parts, or replace the Product with a reconditioned product of the same or functionally equivalent model.



What This Warranty Does Not Cover

This Warranty does not cover and shall be void for defects or damages resulting from casualty, accident, transportation, misuse or abuse, neglect, alterations, service or repair by other than Portable One or its ASPs, improper installation, operation or maintenance, improper connections with peripherals, or other causes not arising out of defects in materials or workmanship. This Warranty does not cover Products used as short term rental equipment. Portable One and its Solution Providers are not responsible for damage to or loss of any programs, data, or removable storage media, whether it occurs during warranty or other repair service.

Preinstalled or Bundled Software

Portable One and its suppliers make no warranty or representation, either express, implied or statutory, with respect to software provided with the Product and licensed to Purchaser, its quality, performance, merchantability, or fitness for a particular purpose. Nor does Portable One warrant that the functions contained in the software will be uninterrupted or error free. The software is provided "AS IS", except if expressly warranted by the licensor in the applicable software license agreement, and is subject to the terms and conditions of the software license agreement contained in or accompanying the software. In no event will Portable One, its ASPs, dealers, distributors or other resellers be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the software or its documentation, even if advised of the possibility of such damages.

Data Storage Media

The only effective protection for data stored in a computer, such as on a hard drive, is the regular backing up of that data by you, the Purchaser. ASPs shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to Portable One or its ASPs for warranty service or other repair including the costs of recovering such programs or data. If during the warranty service or repair of the Product the contents of the hard drive or any other data storage media are altered, deleted, modified or lost, Portable One and its ASPs are not responsible. It is solely your responsibility as the Purchaser to back up any software programs, data, or information stored on any storage media or any part of a Product returned for warranty service or repair to Portable One or its ASPs.

Warranty Disclaimer and Limitations

THIS WARRANTY STATEMENT FOR THE PRODUCT AND THE SOFTWARE IS IN LIEU OF ALL CONDITIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY INCLUDING BUT NOT LIMITED TO ANY IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PART OF PORTABLE ONE, ITS SUPPLIERS OR ITS AUTHORIZED SOLUTIONS PROVIDERS. ALL IMPLIED OR STATUTORY WARRANTIES TO THE EXTENT THAT THEY CANNOT BE EXCLUDED ARE LIMITED TO THE EFFECTIVE PERIOD OF THE EXPRESS WARRANTY SET FORTH HEREIN. PORTABLE ONE WARRANTS THAT THE HARDWARE PRODUCT, PURCHASED FROM PORTABLE ONE OR FROM AN AUTHORIZED PORTABLE ONE RESELLER BY THE ORIGINAL PURCHASER, IS FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE. IF THE PRODUCT IS DEFECTIVE IN MATERIALS OR WORKMANSHIP, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. HOWEVER IF THAT REMEDY FAILS OF ITS ESSENTIAL PURPOSE, P1 RESERVES THE RIGHT TO REFUND THE PURCHASE PRICE OF THE PRODUCT TO THE PURCHASER IN EXCHANGE FOR THE RETURN OF THE PRODUCT. P1, ITS SUPPLIERS AND ITS AUTHORIZED SOLUTION PROVIDERS SHALL NOT BE LIABLE FOR ANY DAMAGES INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF USE OR DATA, LOSS OF PROFITS OR INTERRUPTION OF BUSINESS, WHETHER SUCH ALLEGED DAMAGES ARE BASED IN WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY, BUT EXCLUDING PERSONAL INJURY), CONTRACT, OR INDEMNITY. EXCEPT TO THE EXTENT PROHIBITED BY LAW, THIS IS THE EXCLUSIVE WRITTEN LIMITED WARRANTY OF THE ORIGINAL PURCHASER. PORTABLE ONE WARRANTY PROGRAM IS VALID ONLY FOR PRODUCT(S) PURCHASED IN NORTH AMERICA. DAMAGE CAUSED BY THE USE OF ANY WRITING TOOL OR OTHER INSTRUMENT NOT SPECIFICALLY DESIGNED FOR USE WITH THE PRODUCT.

State Law Rights

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS



OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Service Programs

Every Portable One laptop & Tablet computer is covered by a limited warranty designed to meet user-specific service & support. For added convenience and investment protection the following programs are available:

- **Service Plans** - In the first 30 days after your purchase you have the option to extend your Limited Warranty up to a coverage period for three (3) years from the date of purchase.