

T4 Rapid Exchange Scheme Terms and Conditions (valid for 12 months from date of purchase)

The T4 Technical Support and Hardware Exchange Programme provides the user with help in resolving diagnostic problems and the rapid renewal of critical diagnostic components (laptop, cables, communications hardware, etc.), thus maximising equipment availability and minimising impact on the customer.

Contacting the Exchange Scheme

Omitec will provide a single point contact for all parts ordered under this programme. This rapid exchange order support is provided via fax or e-mail (detailed provided below) communication can be in any of the languages as follows

- English
- French
- Spanish
- Italian
- German
- Portuguese
- Dutch

The office is open 08:00 to 17:00 Monday to Thursday and 08:00 to 16:00 Friday (UK time)

Contact Details

UK / Europe / Rest of World	T4support@omitec.com	+44 (0) 870 94 93 701
USA / Canada	T4supportUSA@omitec.com	1-248-799-9222

Parts Included

Description	Notes
T4 Laptop PC*	Please include PC Tag Number on fax. Note: Excludes Battery
T4 Hand Held Tester	
T4 Diagnostic Port – Labelled DTCXXXX only**	
Cables – Labelled only DTCXXXX** or DTTXXXX	
Adapters - Labelled only DTCXXXX** or DTTXXXX	
Trolley Power Supplies	
Compact Discs	

* The only laptop covered in the programme is the one issued with this offer.

** Any product labelled with just DTC part number and supplied directly from Omitec are supported

Parts Excluded

Description	Notes
Printer	
Laptop Battery	Please refer to laptop exchange specific instructions
T4 Trolley	Power supplies are included

Reconditioned Components and Parts

Components or parts sent as exchange will be reconditioned parts when these are not available new parts will be used.

Ordering an Exchange Part or Component

To order an exchange part or component the user must contact Omitec via email or Fax (fax form available at www.omitec.com).

The information required is as follows:

- Business Name and Account Number
- Hardware serial number for Laptop
- Component description and part number
- Failure mode of part or component

Your details will be checked against the Registration/Accounts database before replacement product is shipped. If your unit is not registered, or you are currently on credit stop your query will not be dealt with, nor your order despatched, until such time as you are registered or the credit stop has been cleared. It is possible that for some requests further diagnosis will be required if this is the case you will be contacted by a support operator to provide further assistance.

Omitec will...

- Despatch items to the account delivery address by courier, on the same day, for orders received by fax before 13:30 (UK time) Monday to Friday for UK, Europe and International customers or received by 13:30 Eastern Time Monday to Friday for USA and Canada
- Ship goods in appropriate packaging for parts return.
- Please note: replacement laptops will be shipped from Omitec without a battery

User will...

- Return unit appropriately packed, at dealer expense, within 15 days using a delivery service that requires a signature of receipt from Omitec.
- Ensure that the unit is clean and packaged securely in the box supplied with the replacement
- Clearly mark the outside packaging with business name and account number

Return of Parts and Components

All parts or components will be shipped with an invoice for the full value. Once the exchange part has been returned and subject to the conditions below the invoice will be credited in full.

The invoice will NOT be credited if the part or component:

- Is not returned within 15 days
- Has been repaired or modified, including the removal of, or damage to, integrity seals, which has not been undertaken by Omitec
- Is damaged by the improper use of T4, including unreasonable cosmetic damage
- Has had unauthorised attempts to modify software, or the loading of any other software, has caused the error
- Has been used outside the agreed environmental conditions (a copy of which can be made available on request).

Additional Charges

Should the user fail to remove the battery from the laptop prior to courier collection then the user will accept liability for any costs associated with return shipping.

Signed _____ Date _____

Name _____ Business Name _____

Please fax back to the numbers above.