

FOR SUPPORT & SERVICE CALL: 1.888.507.3926

Service Procedure:

1. **Obtain Prior Authorization:** Please call PlanOn System Solutions Inc. at 1.888.507.3926 or 905.507.3926
2. **To obtain an RMA:** (Return Merchandise Authorization) number before proceeding with your return. PlanOn does not accept any units without a valid RMA Number. Please also provide PlanOn with your Extend Warranty Plan Number (Certificate Number), invoice information along with serial numbers of the product for return under warranty.
3. **Supply Proof of Purchase:** For returns under warranty, you must have the original invoice or packing slip to prove the purchase. We only accept returns of items under warranty in the original box with all accessories, warranty cards, owner's manuals, etc.
4. **Shipment Method:** PlanOn's responsibility is only upon receipt of the unit to our location. Please contact PlanOn System Solutions Inc., at +1.905.507.3926 or 1.888.507.3926, regarding where to send your unit for repair/replacement under the warranty. It is the responsibility of our customers to insure that the unit arrives to us, please obtain proper tracking number and insurance. Customers will be responsible for any shipping costs to and from the location specified by PlanOn.

Notes:

1. Local telephone fees may apply. Telephone numbers and hours of operation may vary and are subject to change
2. Equipment returned for service may be repaired or replaced with functionality equivalent to new, used or refurbished equipment

Tel. 905-507-3826, Fax: 905-624-6629, Email: support@planon.com
19-5484 Tomken Road, Mississauga, Ontario, Canada, L4W 2Z6,



Extended Warranty Comprehensive Coverage

This document sets forth the entire agreement between the Service provider, PlanOn Systems Solutions, Inc. hereinafter referred to as PlanOn and, the Purchaser as You and Your. No representation, promise or condition herein shall modify these terms.

To Obtain Authorization for Repair or Replacement:

Call PlanOn at 1.888.507.3926 or 905.507.3926
Have the Extended Warranty Certificate of Coverage and the original product receipt available
Instructions on obtaining replacement will be given

Term of Coverage:

Coverage extends the original product warranty from 90 days to either one year or two years depending on the coverage planned purchased by you. The Extended Warranty contract is not renewable and can be purchased at time of purchase of the original product, or directly through PlanOn during the 90 day warranty period. The Extended Warranty will not be honored by PlanOn if the Extended Warranty Coverage was purchased after the initial product warranty had expired.

Coverage:

The product covered under this Extended Warranty, will be eligible for repair or replacement for any manufacturer's defects or issues in workmanship. The product will only be covered if deemed defective from normal usage. PlanOn reserves the right to refuse any warranty claims if in PlanOn's opinion, the damages or malfunctions are due to non-normal usage.

What is not Covered:

1. Incidental or consequential damages or pre-existing conditions
2. Damage from accident, abuse, misuse, introduction of foreign objects into the Product, unauthorized Product repairs, modifications or alterations, failure to follow the manufacturer's instructions, third-party actions, (fire, collision, vandalism, theft, etc.), elements or acts of war or acts of God, battery leakage or improper use of any electrical source
3. Cosmetic or structural damage to the case or the Product or to any non-operating part including decorative parts
4. Damage covered by an insurance policy
5. Damage which is not reported prior to expiration of this Contract
6. Cost of installation, removal or reinstallation of Product and/or accessories included in the standard product offering. ie. software, upgradeable memory, USB cable
7. This Product Extended Warranty Coverage will be deemed null and void if purchased outside of residing country.

Entire Contract

This contract, including the terms and conditions, limitations, exceptions and exclusions, constitutes the entire Agreement.

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