



## **Semi-Rugged Commando**

### **Standard Limited Warranty**

**RUGGED NOTEBOOKS DOT COM CORPORATION (HEREIN CALLED “RUGGED NOTEBOOKS”) WARRANTS THIS SEMI-RUGGED MODEL NOTEBOOK COMPUTER PRODUCT TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP UNDER NORMAL USE AND CONDITIONS FOR A PERIOD OF THREE YEARS FROM DATE OF ORIGINAL PURCHASE.**

**THIS WARRANTY IS VOID IF THE PRODUCT IS:**

- A. Damaged through negligence, misuse, abuse, or accident.
- B. Modified or repaired by anyone other than RUGGED NOTEBOOKS authorized service center personnel.
- C. Damaged due to connection to the equipment of other manufacturers or improper power sources.
- D. The serial number sticker on the system is missing, defaced, or modified in any manner.

**THIS WARRANTY DOES NOT COVER:**

- A. Damage to the system due to parts of other manufacturers added to or connected to the product.
- B. Any costs incurred in shipping the product to RUGGED NOTEBOOKS or a service center location. All warranty repair service return shipments will be shipped via United Parcel Service (UPS) ground.
- C. Damage or improper operation of the product caused by customer abuse, negligence, or failure to follow operating instructions provided with the product.
- D. The compatibility or performance of any third party product used with or connected to the system.
- E. Components of the system that fail to meet RUGGED NOTEBOOKS’S definition of defective, including, but not limited to, LCD panels with less than twelve (12) defective pixels. **(Battery warranted for one year.** Defective battery defined as not accepting an electrical charge.)
- F. Any cosmetic damage to system caused by accident or customer abuse.

**THIS WARRANTY IS VALID ONLY IN THE UNITED STATES AND CANADA. THIS WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER AND IS NONTRANSFERRABLE. RUGGED NOTEBOOKS EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND (OTHER THAN THE EXPRESS WARRANTY STATED HEREIN). WHETHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

Under no circumstances shall RUGGED NOTEBOOKS be liable for any loss, direct or indirect, incidental, special, or consequential damage arising out of or in connection with the use of this system. This warranty gives you specific legal rights. However, you may have other rights which may vary from state to state.

# Warranty Service Information

If you need technical assistance with your notebook computer, or if you need to send your system in for service, please call Rugged Notebooks Technical Support at 1-866-278-4433 x109, use the online **Service Request form** option located on the **Support** page or use the **Live Technical Support** option via Yahoo® Instant Messenger during the listed hours of operation. You must be given a Return Merchandise Authorization (RMA) Number prior to shipping any equipment. Products received without an RMA number will not be accepted.

**IMPORTANT!** Always retain the original packaging for your system. You will need it to safely ship your system to Rugged Notebooks for service or repair. **Prior to shipping any notebook back, Please ensure you backup any critical data, in the event the technician needs to either reformat or reimage the hard drive. We WILL REFORMAT your hard drive as necessary to repair the notebook. It is the user's responsibility to back-up any data (either application or files) from the hard drive before shipping. Rugged Notebooks will not be held responsible for any loss of data during the troubleshooting process.**

If you experience a problem, Rugged Notebooks Technical Support will try to help you through the problem. If the problem can not be resolved via the phone, instant messaging or email, a RMA number will be issued and the Service Process will begin. If you have purchased Upgraded Warranty service please mention it during the initial diagnosis phase so that proper attention is paid to your case. Your RMA number is very important. Write it down and be sure to keep it handy, even after your system has been sent to Rugged Notebooks. Your RMA number is used to track your equipment. Should you need to call Rugged Notebooks to check on your system, you will be asked for the RMA number. Out of Warranty Repair items will be charged a \$100.00 diagnostic fee in the event the customer decides not to proceed with the quoted repairs. Customers are responsible for payment of parts, labor and return shipping and handling charges.

## **Packing and shipping instructions:**

Use Rugged Notebooks original packaging or equivalent, to protect goods from physical damage, and put the RMA number on the out side of the box. You should also enclose a note that includes your return address, day time telephone number (fax number if applicable), a detailed description of the problem, **Any user name and passwords needed to logon to your notebook with administrator privileges** (used for testing purposes only) and a copy of your dated sales receipt, if available. Please only ship the items requested by the technician, as Rugged Notebooks will not be responsible for items not pertinent to the trouble shooting process. Upon receipt of your RMA, a detailed inventory of all items and any pre-existing damage will be kept with the RMA paperwork. If Rugged Notebooks determines that a product arrived in insecure or unreliable packaging, Rugged Notebooks will charge \$15.00 for standard packaging to return ship.

Send your System to: **Rugged Notebooks Inc.**

**Attn: RMA# \_\_\_\_\_**  
**1574 North Batavia Street, Suite 2**  
**Orange, CA 92867**

Your system will then be rushed to Rugged Notebooks, repaired (at Rugged Notebooks discretion) and then returned to you as quickly as possible. Standard Domestic return shipping is via United Parcel Service (UPS) Ground Service. *International both way shipment costs, Freight charges and Duties/Tariffs are the responsibility of the Original Customer/Purchaser and will be invoiced accordingly whether in or out of the warranty period.* All others can, at their discretion, pre-pay for quicker return shipping utilizing UPS, Federal Express (FedEx), DHL or the United States Postal Service (USPS).

**Please Note: Out of Warranty RMA service repair is 3 months & includes parts and service for this repair only.**

**If during the course of the RMA process, no trouble is found, a standard diagnostic charge will be assessed at rate of \$55.00/Hr not to exceed \$150.00, which doesn't include return shipping cost (Domestic Service). International service is at \$55.00/Hr which doesn't include return shipping cost which will be calculated on a case-by-case basis, based on location and availability.**

Thank you,  
Rugged Notebooks, Inc  
Support Team (714) 998-1828 Service@RuggedNotebooks.com