

RUGGED NOTEBOOKS

Recon & Nomad PDA

Standard Limited Warranty

RUGGED NOTEBOOKS DOT COM CORPORATION (HEREIN CALLED “RUGGED NOTEBOOKS”) WARRANTS THIS PERSONAL DIGITAL ASSISTANT (PDA) PRODUCT TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP UNDER NORMAL USE AND CONDITIONS FOR A PERIOD OF ONE YEAR FROM DATE OF ORIGINAL PURCHASE.

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

Although the Recon/Nomad is built to rugged military specifications, as with any electronic product there may be occasions when it requires repair. RUGGED NOTEBOOKS offers two types of warranties, original and extended, to protect your investment.

The original warranty covers your Recon/Nomad for a period of twelve (12) months from original date of purchase. There is no charge for this warranty. See the complete text of the Standard Warranty & Limitations below.

An extended warranty may be purchased, providing up to four (4) additional years of coverage after the original warranty expires. The cost of extending the warranty for the Recon/Nomad is only \$225.00 per year if not purchased at the time of original sale.

If you want to take advantage of the opportunity to purchase extended warranty coverage, you must do so while the unit is still under its original one year warranty. You will need to provide an invoice showing your original purchase date. Extended warranty coverage mirrors the original warranty on the Recon/Nomad. *See the Extended Warranty page below for more details.*

See the Extraordinary Extended Warranty page below for more details.

Accident Coverage Now Available

Standard Warranty & Limitations

Rugged Notebooks Inc. warrants the product against defects in materials and workmanship for twelve (12) months from the original date of purchase. Recon®/Nomad® accessories and peripherals are limited warranted against defects in materials and workmanship for ninety (90) days from the original date of purchase.

If notice is received of such defects during the limited warranty period, the proven defective product(s) will either be repaired or replaced, at the manufacturer's option. Replacement products may be either new or like new.

The manufacturer does not warrant that the operation of the products will be uninterrupted or error free. If the product is not, within a reasonable time, repaired or replaced to a condition as limited warranted, the customer will be entitled to a refund of the purchase price upon prompt return of the product.

Limited warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by manufacturer, (c) unauthorized modification, or misuse, (d) operation outside of the published environmental specifications for the product, or (e) physical damage due to external causes, including accident, abuse, misuse or problems with electrical power. Water damage caused by improper installation of the CF-cap is not covered by warranty. Removal of the back case voids the limited warranty. There are important seals that will break and the Recon/Nomad will no longer be waterproof.

To the extent allowed by local law, the remedies in this limited warranty statement are the customer's sole and exclusive remedies. Except as indicated above, in no event will the manufacturer or its suppliers be liable for loss of data or for direct, special, incidental, consequential (including lost profit or data), or other damage, whether based in contract, tort, or otherwise.

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Extended Limited Warranty

What is covered by an extended warranty?

Mirroring the parameters of the original warranty, an extended warranty covers defects in materials or workmanship for the Recon/Nomad for one, two, three or four years after the first year of coverage.

When should you buy the extended warranty?

An extended warranty must be purchased while your unit is under its original warranty. During the sale or anytime during the first year, you can add more warranty coverage.

What is the cost?

The cost of extending the warranty for the Recon/Nomad is only \$225.00 per year if not purchased at the time of original sale.

How long does extended coverage last?

Extended warranty coverage is for one, two, three or four years beyond the initial year of coverage from Rugged Notebooks. That means, you could buy a unit Jan 1, 2006 and have warranty coverage thru Dec 31, 2010.

Why buy an extended warranty?

An extended warranty can provide peace of mind and protection of investment. Although these products are rugged handhelds, they are, after all, electronic devices. Let's face it. Sometimes life just throws you a curve, and products need to be serviced or repaired. If you have an extended warranty, you're covered.

RUGGED NOTEBOOKS

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Extraordinary Extended Warranty (Accidental Damage Coverage)

RUGGED NOTEBOOKS asks, “Just how confident are we that our handheld computers are rugged?”

Confident enough that we’re expanding our Extended Warranty program to include accident coverage in addition to our standard manufacturer’s coverage.

If you have **any accidental damage** to your RUGGED NOTEBOOKS handheld computer, it’s covered if you purchase extended warranty coverage.

Even if you drove off with your Nomad™ on the hood of the car, it’s covered. Even if your teen took the Recon™ in the truck bed through the carwash, it’s covered. Even if your four-year old left his ice cream cone melting on your Nomad®, it’s covered.

Extraordinary Extended Warranty highlights:

- Applies to the **first and second years** of Extended Warranty coverage on Nomad® and Recon®.
- Extraordinary Extended Warranty must be purchased when you buy your new handheld computer or within first year of ownership.
- When an Extraordinary Extended Warranty is purchased, **your standard manufacturer’s one-year warranty is automatically upgraded to include accident coverage.**
- Applies to RUGGED NOTEBOOKS handheld computers sold in the US and Canada only.
- Applies to accidental damage in addition to standard manufacturer’s warranty.
- Does not cover PowerBoot Modules or Battery Packs.
- Handheld computer must be returned to RUGGED NOTEBOOKS with the serial number intact to qualify.
- Already own an Extended Warranty? If you’re in the first or second year, you now have Extraordinary Extended Warranty coverage—as of January 1, 2008.
- We may repair or replace your device at our discretion.

Commonly asked questions:

- 1 What if I buy this coverage and RUGGED NOTEBOOKS stops manufacturing my model of handheld computer? **If we can’t repair or replace with your current model, you will get an equivalent or better device!**
- What if I’m not happy with how you repair my device? **Well, these things seldom happen, but if they do, we’ll make sure you’re a happy customer. All of our service comes with a 90-day warranty which includes shipping costs and expedited turn-around-time.**
- 2 What if I plug the vent hole or misuse a bracket, causing damage? **If we’ve published a bulletin warning about some specifically prohibited actions, then the damage is **not** covered.**
- 3 If I buy three years of extended warranty coverage the same day I buy my Nomad®, then I have super coverage for the first three years I own it, and the fourth year, I have standard warranty coverage – right? **Correct.**
- 4 What if I live in Puerto Rico? **Sorry, but coverage is North America only.**
- 5 I bought three years of Extraordinary Extended Warranty coverage for my Recon®. What’s covered in the final year? **A standard extended warranty covers defects in materials or workmanship from or by the manufacturer (that’s us). If you purchased a three- or four-year extended warranty and your touch screen failed in year #4 that would be our responsibility.**

Warranty Service Information

If you need technical assistance with your PDA 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 PDA. 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 PDA 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