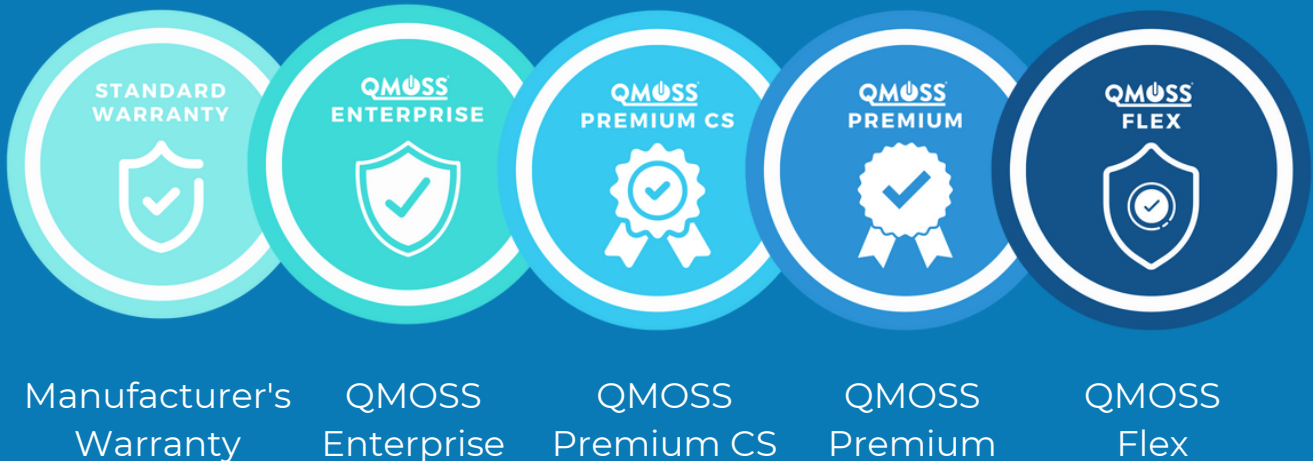


## SERVICE CONTRACTS

QMOSS offers full service plans, with standard manufacturer's warranties plus a variety of QMOSS service solutions to choose from.

### Our Services



### Benefits

- ✓ Fast repair time: within 3-5 business days
- ✓ Reduce your TCO: all costs are covered at a fixed price and period
- ✓ Free use of the repair portal and always informed about the status of your RMA
- ✓ Qualified and competent staff
- ✓ ALWAYS original spare parts for guaranteed quality
- ✓ Extends equipment life
- ✓ Free yourself from your repair process and that of your customer

#### Supported Brands:

# QMOSS SERVICE CONTRACTS



QMOSS is certified by many manufacturers to perform warranty repairs on their equipment on their behalf. For this, QMOSS will always use official parts that are made available by the manufacturers.

With a factory warranty, manufacturing defects and the return shipment are always covered by the manufacturer.

This service contract extends the manufacturer's warranty, but also covers damage caused by normal wear and tear.

This enterprise service contract also gives you access to our customer portal, which allows you to efficiently and quickly track the status of your submitted repairs at any time of the day.



The QMOSS Premium CS service goes even further than the QMOSS Enterprise service.

With QMOSS Premium CS, we offer full coverage, including repair of accidental damage to your equipment. This ensures absolute peace of mind, ensuring your business runs smoothly, even in the event of unexpected incidents.

Our most comprehensive service contract. In addition to the benefits of CS premium service, we now also collect defective hardware from you.

All you have to do is register your RMA on our customer portal and pack the device properly so that no further damage occurs during transit. We do the rest for you, which means you have complete peace of mind and can optimally focus on your core business.



QMOSS continues where others have left. Whether it's a QMOSS Enterprise, Premium CS or Premium service contract, you can always add the QMOSS Flex option.

With QMOSS Flex service, you define the service level, coverage and service you need. Do you want to add a battery exchange service to your service contract of choice or do you want us to immediately replace your device as soon as you sign up for a new repair in the customer portal? We listen to your wishes and offer you this flexible option. In this way, QMOSS is unique and guarantees you the highest possible satisfaction of your customers and employees.

	STANDARD WARRANTY	QMOSS ENTERPRISE	QMOSS PREMIUM CS	QMOSS PREMIUM	QMOSS FLEX
Duration	1 year	3 to 5 years	3 to 5 years	3 to 5 years	1 to 5 years
Turnaround time (on average business days, excl. transit)	+/- 12 days	5 days	5 days	5 days	5 days
Manufacturer defects (includes materials, parts and labor)	✓	✓	✓	✓	✓
Normal wear and tear	✗	✓	✓	✓	✓✗
24/7 access to online support portal	✗	✓	✓	✓	✓✗
Accidental breakage	✗	✗	✓	✓	✓✗
Pick up	✗	✗	✗	✓	✓✗
Return shipping	✓	✓	✓	✓	✓
Swap device	✗	✗	✗	✗	✓✗
Battery renewal	✗	✗	✗	✗	✓✗

## Supported Brands:



## Limitations of Coverage

- Damage intentionally caused to the device.
- Damage as a result of maintenance work and/or repairs not carried out by QMOSS.
- Damage to devices where the original serial number is not known to QMOSS or where it has been removed, damaged or replaced in any way by the user.
- Damage caused during transport or delivery with incorrect packaging.
- Damage caused by using the device outside the specifications specified by the manufacturer.
- Damage caused by natural or man-made disasters (fire, flood, lightning strike, theft).
- In the event of multiple defects and clear external damage and/or defects caused by misuse, QMOSS can opt for repair in the form of a replacement device. If this happens more than once, a badly damaged device will no longer be (fully) repaired or replaced.
- The contract is not transferable.

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