



# Fizzbook Return to Base Warranty

## Standard Cover

### What this Warranty Covers

Zoostorm warrants that each hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. The warranty period for the product starts on the original date of delivery to the customer for a period of 12 months for everything except the battery, unless Zoostorm informs you otherwise in writing. A 6 month warranty period is included against the battery from the original date of delivery to the end user.

If a fault is detected within the first 30 days following delivery, this is classed as a Dead On Arrival (DOA) fault and the Fizzbook will be repaired under a collect and return service. The duration of this warranty is then offered as a return to base service. Only the cost of the parts and labour involved in servicing any eligible repairs under the return to base warranty are covered.

This warranty also includes a technical support service via telephone and e-mail for the full duration of the warranty. This technical support service only provides support on your purchased product and software supplied by Zoostorm on your purchased product.

### How to Obtain Warranty Service

If the product does not function as warranted during the warranty period, you may obtain warranty services by contacting Zoostorm directly on 0844 800 6183. The warranty service is only available in the UK, therefore additional charges may apply for warranty claims outside of the UK.

### What We Will Do to Correct Problems

We will attempt to diagnose and resolve problems over the telephone or e-mail. We may direct you to download and install designated software updates.

Some problems can be resolved with a replacement part that you can install yourself called a "Customer Replaceable Unit" or "CRU." If so, we will ship the CRU to you for you to install.

If the problem cannot be resolved over the telephone or remotely, through your application of software updates or the installation of a CRU by you, we will arrange for service of the product at our UK repair centre.

If we determine that we are unable to repair the product, we will replace it with one that is at least functionally equivalent.

If we determine that problems are as a result of customer misuse, improper maintenance, accidents, modifications, unsuitable physical operating environments, power surges or natural disasters, where possible we will offer to repair the product at a "fair" price to you.

We will carry out all repairs within a 10 working day timescale.

### Replacement of a Product or Part

When the warranty service involves the replacement of a product or part, the replaced product or part becomes Zoostorm's property and the replacement product or part becomes your property. Only unaltered Zoostorm products and parts are eligible for replacement. The replacement product or part provided by Zoostorm may not be new, but it will be in good working order and at least functionally equivalent to the original product or part. The replacement product or part shall be warranted for the balance of the period remaining on the original product.

Before we replace a product or part, you agree to:

1. remove all features, parts, options, alterations, and attachments not under warranty service;

Zoostorm and Fizzbook are registered TradeMarks.

CMS Computers Ltd, Unit 19-20 Glacier Building, Brunswick Business Park, Liverpool, L3 4BH



2. ensure that the product or part is free of any legal obligations or restrictions that prevent its replacement; and
3. obtain authorisation from the owner to have us service a product or part if you do not own it.

### **Customer Additional Responsibilities**

Where applicable, before service is provided, you agree to:

1. follow the service request procedures that we specify;
2. backup or secure all programs and data contained in the product;
3. provide us with all system keys or passwords to perform the warranty service; and
4. ensure that all information about identified or identifiable individuals ("Personal Data") is deleted from the product or that, with respect to any Personal Data that you do not delete, you are in compliance with all applicable laws.

### **Use of Personal Information**

If you obtain service under this warranty, Zoostorm will store, use and process information about you including name, phone numbers, address, and e-mail address. We will only use this information to perform service under this warranty. We reserve the right to contact you after you have obtained services under this warranty to inquire about your satisfaction regarding our warranty service or to notify them about any product recalls or safety issues.

We will only disclose your information where we are required to by law.

### **What This Warranty Does Not Cover**

This warranty does not cover the following:

- uninterrupted or error-free operation of a product;
- loss of, or damage to, your you data;
- any software programs, that were not provided with the product by Zoostorm or installed subsequently;
- failure or damage resulting from misuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, or improper maintenance by you;
- damage caused by a non-authorized warranty service provider;
- shipping costs for non-eligible warranty repairs;
- failure of, or damage caused by, any third party products, software, peripherals or components.

This warranty is voided by removal or alteration of identification labels on the product or its parts.

### **Limitation of Liability**

Zoostorm is only responsible for loss or damage to your product while it is: 1) in our possession; or 2) in transit in those cases where we are responsible for the transportation.

Zoostorm is not responsible for any data including confidential, proprietary, or personal data contained in/on the product. You should remove and/or backup all such information from the product prior to its service or return.

UNDER NO CIRCUMSTANCES SHALL ZOOSTORM, ITS SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS OR DAMAGE TO YOUR DATA; OR 3) SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS.