



## *RM EduCare Server Warranty*

Thank you for purchasing an RM Server. **Please keep documentation and packaging for future use.**

**This RM EduCare Server Warranty covers this equipment within the UK for parts and labour (inc. Carriage and VAT) from delivery up to the expiry date which can be seen on the My Account page on RM.com. EduCare is an on-site warranty service.**

Please un-box and install your Server product promptly. Check that all items in the box are present and working correctly and follow the documentation provided.

### **RM DOA Policy**

RM offers a priority replacement service in the unlikely event that your new equipment develops a material fault **within the first 10 working days after delivery**. To use this service, please follow the normal procedure for Telephone Problem Diagnosis and Resolution as described below – if the problem cannot be resolved over the telephone or otherwise as RM may reasonably determine, a replacement Server will be built and sent to you as soon as possible, or if you prefer we can arrange for an engineer to attend site to seek a resolution. **Your original Server must be unmarked and returned in its original packaging** (or equivalent) and must be available for collection when the replacement is delivered.

### **RM Telephone Problem Diagnosis and Resolution Service**

Before we log a hardware call, we would appreciate your cooperation with reasonable telephone fault diagnostics. In most cases we would expect to provide a resolution over the telephone.

If the diagnosis indicates a component failure or defect that cannot be resolved over the telephone then RM will seek to send an engineer to your site to fix the hardware fault. Calls logged before 4pm with a EduCare warranty contract will receive next day service under usual circumstances.

**If you suspect you have a fault, the telephone number of the support line is**

**RM Support Services: 0845 404 0000**

In order to reduce the duration of your call, please have the RM Server and the following information ready:

- Customer ID Number or post code of your site
- Serial Number (e.g. WO12345678)
- Any customer set passwords
- Details of the problem, with any error messages that have been displayed

### **Details of the RM EduCare warranty:**

#### **Hardware faults**

Cover for all parts and labour for all hardware faults.

#### **Next Day Cover**

Calls must be logged before **4pm** for a next working day response.

#### **Engineer estimate time of arrival**

EduCare includes pre-notification of a 2 hour window for engineer arrival. You will receive email notification once the engineer has been scheduled.

#### **Accidental user damage cover**

EduCare does cover parts damaged accidentally by the user.

#### **Data Restoration**

EduCare includes the restoration of data from the last good backup. Please ensure your backup device works correctly, and the media is protected.

#### **Keyboards and Mice**

Peripheral replacements such as keyboards or mice will be sent via courier for you to install.

#### **Field Service Team**

RM has a nationwide field service team that ensure that there is a skilled RM trained engineer within easy reach of your establishment\*. All parts and labour charges are included. \* UK Mainland only

Server ValueCare+ warranty card

## **Reasonable Endeavours**

RM will use reasonable endeavours to respond next working day to calls placed by the Customer to RM before 4pm.

## **Additional Chargeable Repair Service (not Covered by your Warranty)**

- Preserving or transferring your hard disk data
- Any damage caused by inadequately storing the equipment
- Any hardware or software **not** supplied by RM
- Any damage due to improper use
- Accessories (e.g. carry cases) and consumable parts
- Diagnosis, detection and removal of any virus
- Corrections of faults due to operator error
- Refitting external cables or customer fitted parts

## **Important Notes – Please read**

- Failed hard disk drives are replaced with one containing the standard RM software originally shipped with your Server. It is the sole responsibility of the user to **backup all software and data** securely before repair. RM cannot be held responsible for the loss of data or software
- RM reserves the right to make reasonable charge if no fault can be reproduced after extensive testing
- Service is provided on a reasonable endeavour basis only, i.e. subject to part and engineer availability. Delays may be possible in remote locations or during seasonally busy periods.

FULL TERMS AND CONDITIONS CAN BE SEEN ON RM.COM

In the event that you discover a material error which substantially affects your use of the hardware and notify RM of the error within 90 days from the date of the error occurring then RM shall use all reasonable endeavours to correct the error, PROVIDED THAT such non-compliance has not been caused by any modification, variation or addition to the hardware not performed by RM or caused by its incorrect use, abuse or corruption of the hardware or by use of the hardware with any other hardware or on equipment with which it is incompatible.

To the extent permitted by law, RM disclaims all other warranties with respect to the hardware, either express or implied, including but not limited to any implied warranties or terms and conditions of satisfactory quality or fitness for any particular purpose.

You agree that the maximum aggregate liability of RM whether in contract, tort, negligence, statutory duty or otherwise, for any loss or damage whatever arising from or in any way connected with any liability not excluded by this agreement shall be £250,000. This limit shall also apply in the event that any exclusion or other provision contained in the Agreement is held to be invalid for any reason and RM becomes liable for loss or damage that could otherwise have been limited.

RM expressly excludes liability for indirect, special, incidental or consequential loss or damage which may arise in respect of the hardware, its use, or in respect of other equipment or property, or for loss of profit, business, revenue, goodwill or anticipated savings.