

A close-up, high-angle shot of a person's hands working on a rugged electronic device. The device's outer casing is removed, revealing a complex circuit board with various components like chips, capacitors, and connectors. The person is using a small tool, possibly a screwdriver, to work on the board. The entire scene is bathed in a warm, orange-red light, creating a sense of industrial precision and ruggedness.

Getac

**DESIGNED TO BE RUGGED.
FROM THE GROUND UP.**



VOTED HIGHEST IN CUSTOMER SATISFACTION.

Our business is our customers.

It's no doubt that all the changes we've made over the past five years have been instrumental in us reaching #1 in customer satisfaction.*

* Blind survey by independent research firm completed in December 2014 measuring brand satisfaction among police survey respondents.

EXPEDITED SERVICES.

For customers who want their mission critical equipment repaired faster.

Priority Care

- Overnight Shipping
- Front of QueueSM Priority
- 1 Day Repair*

Express Care

- 2 Day Shipping
- Line Hopping Priority
- 2 Day Repair*

Standard Care

- FedEx Ground Shipping
- 3 Day Repair*

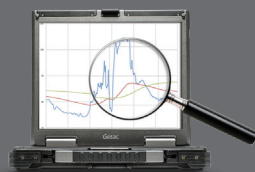


SELF MAINTENANCE

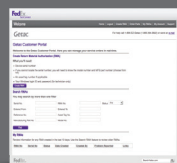
For customers who want to perform warranty repairs on their Getac products.

2 Program Types

1. Self-Maintenance (SM) for larger deployments
 - a. Forward stocked parts at customer's location for parts swap
2. Customer Replaceable Parts Program (CRP)
 - a. Parts shipped to customer upon notification of hardware defect



Diagnoses Problem



Creates RMA in
Getac's Service System



Removes Part(s) From
Consigned Inventory



Repairs Unit

DEPLOYMENT SERVICES.

For customers who want to take advantage of Getac's distribution.

For customers who would want to take advantage of Getac's distribution to deploy getac product to the field.

For over 20 years, we've been manufacturing rugged computers for some of the most demanding professions and the most extreme environments.

Asset Tagging

Kitting

Shipping



ENHANCED PROTECTION.

Getac products come with one of the best warranties in the industry. We also offer several options to enhance that coverage for additional protection.

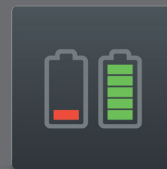
Warranty Extension

Most Getac rugged laptops and tablets come standard with a three year warranty. For products that will be in use longer than three years, you can extend your coverage by purchasing a Getac Extended Warranty providing coverage for four total years or five total years from date of purchase.**

**BUMPER
— TO —
BUMPER**

Bumper-to-Bumper Warranty

Getac fully-rugged systems come standard with bumper-to-bumper protection. For bumper-to-bumper protection on semi-rugged laptops, purchase Getac's bumper-to-bumper coverage and be protected from accidental acts and exposure to environmental conditions.



Battery Warranty

Getac batteries are covered by a one year warranty. To manage your replacements over the life of your deployment, purchase a Getac Battery Warranty and get coverage for two, three, four or even five total years.*

DISK IMAGE SERVICES.

Getac assists our customers with rolling out thousands of rugged deployments every year by leveraging industry best-practices.

Custom Image Creation and Training

Allow your IT team members to leverage expert resources for image creation and deployment.

Rapid Deployment

Reduce the manual costs of deploying your computer assets.

Reduce Total Cost of Deployment

Getac provided services can reduce time and cost spent on deployment.



DRIVE RETENTION.

Protect your sensitive data by keeping your drive in your control.

Getac's Hard Drive Retention option helps you retain failed hard drives and solid state drives for Getac computers that are replaceable under warranty. By keeping replaced devices on your premises and maintaining chain-of-custody for regulatory management, you can better safeguard sensitive data.

How the Drive Retention Program Works.

If you deal with sensitive data and are prohibited from allowing your drive out of your control, we offer an option that will allow you to retain the drive in the event you need service, diagnostics. It's called hard drive retention and it is available for most traditional hard drive and solid state drive configuration.



Getac

WWW.GETAC.COM