

TRIOS PC Support Program - Terms and Conditions

3Shape will include laptops as a compulsory purchase together with TRIOS scanners and will provide 3-year Support and Warranty for TRIOS PCs sold by 3Shape (3Shape reserves the right to make changes to the PC portfolio per availability) as identified in the table below by sales number, with effect from August 15, 2021.

Support

PC Program includes support through 3Shape. End users will reach out to 3Shape Support who will be able to assist with software issues. If 3Shape Support deems it a hardware issue, they will coordinate support through the PC manufacturer on behalf of the End user.

Warranty

PC Program extended warranty covers the PC only. 3Shape warrants that the PC(s) hardware is/are free from defects in material and labor and will perform according to specifications for a warranty period of three years from date of acceptance of these terms ("Warranty Period"). Note that the warranty period of 3 years will be based on the date invoiced from 3Shape to reseller. During the Warranty Period, 3Shape will at its discretion repair through vendors any PC, which fails to perform to its specifications provided that the PC was used and maintained in accordance with the applicable operator maintenance instructions. This warranty does not cover failures due to misuse, abuse, negligence, or repairs or alterations by the End user or by third parties other than 3Shape or 3Shape's subcontractors. In case of hardware issue, 3Shape commits to repair the PC or replace the part with a 3Shape approved PC or part of at least the same version as the damaged/defective PC.

Onsite repair

3Shape strives to resolve any hardware issue with the PC under warranty as fast as possible. The period from when the end-user's support case was created until the onsite repair (or when needed, replacement) of the PC will be subject to customer location, local conditions, and several factors outside 3Shape's control, including but not limited to customs clearance and cross docking with 3Shape resellers. All partner services are subject to geographical restrictions, and not all services are available in every location. 3Shape relies on the global coverage and service distribution provided by the respective PC vendor. To access a comprehensive list of service partners and distributors, kindly refer to the official PC vendor web page.

3Shape is not liable for any loss of business because of resolution times. In case a replacement is absolutely required and confirmed by 3Shape Support, the replacement PC will be shipped by 3Shape without a dongle and should be used with the original dongle. If 3Shape replaces the PC, the end user will keep the replacement product and the defective product will be returned to 3Shape.

PC Items Available in the Current PC Portfolio:

20000217 HP Zbook with 3 Year Support (HP ZBook 15 G10)
20000216 Dell Precision with Touchscreen with 3 Year Support (Dell Precision Workstation 16 – 7680)

Depending on warranty status of the PC the following terms and conditions are applied:

Dead On Arrival	Warranty & Repair Service	After 3 Years – Out of PC Program Coverage
The PC is non- operational or significantly flawed on arrival at the customer site (+ 14 days) and cannot be fixed remotely	The product is covered by warranty and is malfunctioning due to a manufacturing defect. The product has been working as designed at the customer/reseller site prior to the problem being experienced	3Shape will troubleshoot for a software issue. If 3Shape determines it is a hardware issue, it will be up to the customer to coordinate repair.
• Issue reported on arrival. • PC permanently replaced or repaired. • Shipment: free of charge. • Onsite repair: free of charge.	• Onsite diagnosis and onsite repair: free of charge	• Issue reported after warranty expiration.