



<h1 style="margin: 0;">Laia.PS.3</h1> <p style="font-size: 0.8em; margin-top: 10px;">3 Years Prime Support included. Standard helpdesk hours (Mon-Fri 9:00-18:00 CET). Repair and Logistics included. Excludes software upgrades/updates.</p>	<p>Version 1</p> <p>April 2024</p>
--	------------------------------------

This document gives You details of your Prime Support Agreement with Us. Please read it carefully.

The Agreement

We will provide Support Services to You for the Supported Products as detailed in the Schedule of Services and Standard Terms and Conditions as published on the website.

Service Period

The Service Period of this Agreement is for 3 year(s) and starts on the Start Date as defined in the Terms and Conditions, other than in the case of an extension or renewal of the provision of Support Services in which case the Service Period will commence on the end date of the previous service period, which is being extended or renewed.

Supported Products

This Agreement covers the Supported Products you have purchased as defined in the Terms and Conditions.

Exclusions & limitations

We do not cover accessories and consumable items, or provide any cleaning or preventative maintenance services, as these will remain your responsibility unless defined otherwise in the Schedule of Services.

Schedule of Services

Features	Services Provided
Prime Support Helpdesk	<p>Helpdesk support services are available Monday to Friday 09:00-18:00 CET (Central European Time), excluding Local National Holidays. Visit https://laiatech.com/en/warranty to find the contact details.</p> <p>The Helpdesk team (English, Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service & Support enquires.</p> <p>Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.</p>
Standard Repair	<p>Where the issue cannot be resolved by the Helpdesk, we will arrange to collect the faulty unit for repair. Our goal is to collect the faulty unit within two working days of escalation, and we will repair it promptly before returning it to you. Please note that we reserve the right to replace items beyond economic repair with a refurbished model of similar specification. The Return Merchandise Authorization time is 2 hours and the Replacement time is within 48 hours</p>

Features	Services Provided
<p>Logistics Covered</p>	<p>Our repair center will inspect the unit. If We find the unit suffers from accidental damage or no fault is found We may invoice You for the cost of shipment & labour.</p> <p>Units can be collected from and returned to any address within mainland areas of the following countries, *Albania, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City and United Kingdom. For all other areas, please contact the helpdesk for further assistance.</p> <p>Regardless of repair route chosen by the helpdesk, all parts and labour costs will be covered under this agreement subject to the standard terms and conditions. Some geographical locations outside the EU, may cause shipment delays, which will result in a longer resolution time.</p>
<p>Software</p>	<p>Upgrades and Updates are not provided as standard, unless the product requires a version upgrade or minor update to fix the issue. Also remote diagnosis and monitoring is not provided as standard.</p>

This Schedule of Services incorporates the Laia Standard Terms & Conditions for the provision of Prime Support as published on the website. Please ensure that you read these Terms and Conditions, as your registration for Prime Support constitutes acceptance of the Laia Standard Terms and Conditions for the provision of Prime Support and the contents of this Schedule of Services.

For any questions or clarifications please email support@laiatech.com