



# Ultimate Care Warranty

## OVERVIEW

For organizations that operate in extremely challenging environments and for those that simply wish to minimize risk on their mobile computing devices, Panasonic's Ultimate Care Warranty offers Toughbook® customers true peace of mind. We know accidents happen, especially in mobile work settings, and with Ultimate Care, you are covered for repairs or replacement of all major computer parts at no additional cost.



The Ultimate Care Warranty provides comprehensive coverage for Panasonic Toughbook laptop, tablet, 2-in-1 and handheld devices, eliminating almost all potential for out-of-warranty repairs. This program may be purchased for periods of three years, four years or five years.



## WHAT IT COVERS

Ultimate Care entitles the user to complete warranty coverage for hardware failures with a limitation only on intentional acts and on damage from events beyond human control (such as fire, flood, hurricane, tornado, loss and reported theft), which are capped at a maximum of 1% of the total deployment.

To eliminate unexpected costs and improve the logistics around warranty repairs, those units needing repair are shipped overnight at Panasonic's expense to and from our National Service Center. Covered devices that cannot be repaired are replaced with a new unit, which assumes the remainder of the Ultimate Care Warranty coverage and will be returned with the same model and serial number as the destroyed unit. Panasonic is proud to be one of the only OEM providers that offers our customers this service.

Furthermore, the Ultimate Care Warranty can be customized to provide a service-level guarantee for dead on arrival, help-desk call waiting time, turn-around time at the Panasonic National Service Center, and even annual unit failure rates.

With Ultimate Care, your workers experience minimal disruption, and your IT staff is not sidetracked with surprise repair costs. Additionally, your finance staff will be happy to know that they won't need to worry about funding unexpected repair costs (even for minor

