



## EASYSERVICE - Security and predictability for your business

**Nordic ID EasyService is an extensive service contract with full coverage for your Nordic ID product.**

**Nordic ID EasyService** is an extensive service contract with full coverage for your Nordic ID product. When purchasing a Nordic ID product, in addition to standard product warranty we provide you with a possibility for an extra insurance for your product - EasyService.

**EasyService** covers all damages and failures, from cracked mechanics to broken touchscreens for a fixed one-time service fee. From wear and tear to accidental breakage, no matter how the device is broken we will fix it. EasyService is available in Europe (excluding the UK and Ireland) and in North America, with the products serviced at the Nordic ID service centers. For other areas, please ask for the availability. One-way shipping from the service center to the customer is always included in the contract.

| COVERAGE                 | WARRANTY | EASYSERVICE |
|--------------------------|----------|-------------|
| Manufacturer defects     | X        | X           |
| Wear and use             |          | X           |
| Accidental breakage      |          | X           |
| 10-day repair turnaround | X        |             |
| 3-day repair turnaround  |          | X           |
| Installation management  |          | X           |
| Phone and mail support   | X        | X           |

Nordic ID EasyService shall be provided subject to the EasyService Terms and Conditions.

- The EasyService contract must be signed within 30 days of the product purchase
- Consumables, such as batteries, are excluded from the service
- EasyService does not cover damages caused by natural or man-made disasters (e.g. floods, fire or theft)
- The device under contract must be operated within its environmental specifications and for the targeted purpose
- 3-day repair turnaround is calculated from the arrival to the dispatch of the device at the service center, in working days

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**Simple pricing** – one price for one product family with the EasyService length options of 1, 2, 3 and 5 years. For further information, please refer to the Nordic ID device / services price list. Additional years for the EasyService contract can be bought later.

# ADDITIONAL SERVICES

**Customize your Nordic ID EasyService package with additional services when purchasing the EasyService contract.**

There are two additional options to EasyService to minimize the service downtime for your business critical Nordic ID products.

## ADVANCE DEVICE REPLACEMENT

- 3 and 5 years contracts available, the replacement device is shipped out the next business day. Two-way shipment is included.

## ON-SITE DEVICE REPLACEMENT

- Extension of the advance device replacement contract, please ask for availability and conditions.



The service options are available in Europe (excluding the UK and Ireland) and in North America. For pricing and availability in other areas, please contact your Nordic ID representative.