

Terms & Conditions

Onsite Warranty Services



SMART Technologies ("SMART") reserves the right to charge a fee for onsite warranty services cancelled or re-scheduled by the customer or reseller as set out in the policy below. These Onsite Warranty Services Terms may be changed or modified at any time at SMART's sole discretion.

All cancellation or rescheduling requests must be submitted via email to dispatch@smarttech.com with the subject header "Cancellation or rescheduling request."

Cancellation requests must be received during specified regular business hours, Monday to Friday 9am to 5pm (GMT), excluding public holidays. All request received less than 24 hours prior to the date of scheduled onsite visit may be subject to a charge equal to 100% of the onsite warranty service cost.

SMART reserves the right to charge costs incurred if the product or component part is found at SMART's discretion to be in good working order, or the problem is not a consequence of a defect or manufacturing fault or where any of the warranty exclusions or limitations apply.

WARRANTY EXCLUSIONS

The warranty does not apply to damage or defects for which SMART does not bear responsibility as outlined in the SMART Limited Product Warranty associated with the product being serviced, including but not limited to the following:

- If the product has been damaged by abuse, neglect, misuse, or caused by non-compliance with the operating instructions (see [user guides](#) for correct operating use), abnormal environmental conditions, including the direct application of any cleaning liquids, substances or abrasives to the hardware or onto any display surface or accessory other than in accordance with the cleaning and care instructions included in the user guide for the product
- Products whose serial numbers have been modified, removed or made illegible are excluded from the warranty
- The permanent – also partial – display of fixed images (typical display damage being so-called burn-in effects such as image retention and image sticking)
- Cosmetic damage, such as to the exterior finish
- Incorrect electrical line voltage, fluctuations, surges or spikes, or
- Incorrect installation of hardware (see user guide) or software

Other claims in respect of compensation for consequential loss are excluded, except where such liability is legally mandatory.

If the onsite engineer establishes that the product is not covered as warranty exclusions or limitations apply, a call out fee may be applicable.

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CANADA

support.smarttech.com
support.smarttech.com/contact-support