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FWI Enhanced Hardware Replacement Service – Select Media Players

The Four Winds Interactive *Enhanced Hardware Replacement Service for Select Media players* (The Service) is an advance replacement service provided for malfunctioning Media Players purchased from FWI. Occasionally, media players will fail or have issues. In these cases, in addition to working with the Manufacturer to facilitate the underlying Manufacturer's warranty, FWI will "swap" the Customer's media player with a similar factory refurbished player from the FWI "swap pool" of advanced-replacement players. The *Enhanced Hardware Replacement Service for Select Media players* reduces the "down-time" experienced when the Customer has a malfunctioning player.

Service Details

In the event that the Customer experiences a media player hardware failure of any kind, the customer should contact FWI Technical Support to initiate The Service.

The FWI Technical Support team will remotely troubleshoot the malfunctioning media player. This remote troubleshooting will require customer participation to perform common troubleshooting tasks. If a customer is unable or unwilling to perform these tasks, they may choose to contract onsite technical services with FWI to complete this step. If the FWI Technical Support team is unable to solve the problem remotely, the team will initiate The Service as follows:

- The FWI team will validate that the media player is within the Manufacturer's warranty period. The Service is only available for media players that are under manufacturer's warranty.

- The FWI RMA team will send an online form with the necessary details already filled out for the Customer to sign and return electronically.
- Once FWI receives completed customer form, FWI RMA team will initiate the replacement with the Hardware Solutions team.
- The FWI Hardware solutions team will select the appropriate media player from the replacement “swap pool”, and will configure the player according to the last known configuration settings if the customer previously purchased PC Configuration services from FWI. If no prior PC Configuration services were purchased, the FWI Hardware solutions team will configure with base settings and the customer will be responsible to apply final configuration steps once the player arrives at customer location.
- The appropriate media player may be a different model # than the original unit based on current product availability from vendors. The replacement device will meet or exceed the specifications of the original device.
- Once configured, FWI will ship replacement player to designated customer address via two day shipping.
- FWI will make best efforts to have replacement player arrive at designated customer location within 2 business days from the initiation of The Service. The replacement shipment will include only a replacement of the failed item. Cable, power supplies and other hardware items will not be included in the replacement shipment, and therefore Customer should retain the originals.
- FWI will include shipping label and instructions with the replacement player. Customer will be responsible for returning malfunctioning player to FWI within 15 days from receiving replacement player. FWI will invoice customer for any media players that are not returned to FWI within designated timeframe.
- Once FWI receives the malfunctioning player, FWI will work with Manufacturer to determine if the hardware can be repaired, or if it needs to be replaced. Any repaired or replaced hardware will return to the FWI “spares pool” of media players. Customer will not receive their original media player back after it is repaired/replaced; the replacement player is the permanent. As such, the warranty for this device will remain with an initiation date of when the original player was purchased, not when subsequent replacement players were delivered.

Exclusions

- The Service is only available for select media players purchased through FWI and within the Continental US.
- Services are only provided for hardware within Manufacturer’s warranty and is limited to a 3 year period

unless specifically addressed under separate terms.

- Peripheral hardware components purchased through FWI are not included in the advance replacement program and are covered solely under the manufacturer's warranty for those components (things like TV tuner cards).
- The Manufacturer's warranty terms apply and may constrain the approved replacement of hardware. (Common examples of failures not covered under warranty would be: physical / water damage; power quality problems; dirt build up; customer inflicted physical damage; or improperly used power supplies resulting in electrical damage to the player device).