



## FWI Swap-IT and Swap-IT+

### Advanced Media Player and All in One Player replacement, available for hardware models beginning with “FWP”

To help customers rapidly manage the rare occasion when hardware malfunctions, FWI created the Swap-IT and Swap-IT+ Advance Replacement Programs. Both programs provide assurance that defective parts or products will be replaced within 24-72 hours.

|   | Swap-IT | Swap-IT+ |
|---|---------|----------|
| Advance replacement of defective media player | X       | X        |
| Inbound and outbound shipping included        | X       | X        |
| Configuration of replacement media player     | X       | X        |
| Installation of replacement media player      |         | X        |

### Terms and Conditions

- Coverage.** While the Swap-IT service is included with all hardware models beginning with “FWP”, there is an additional fee for Swap-IT+ for the onsite technician services. Swap-IT and Swap-IT+ services do not replace the manufacturer’s warranty but provide additional services during the term of the manufacturer’s warranty. Swap-IT and Swap-IT+ services begin on the date of shipment to the customer, as stated on the invoice for any model beginning with “FWP” and continues for the length of the manufacturer’s warranty, typically thirty-six (36) months. Using overnight transit, FWI will ship replacement refurbished hardware within 24-72 hours of receiving the signed FWI Swap-IT form. For customers that purchase Swap-IT+, FWI will schedule an onsite technician within 24-48 hours after replacement hardware arrives at customer’s location. Customer location will be verified on the signed FWI Swap-IT form.
- Availability of Swap-IT +.** While FWI tries to complete service as quickly as possible, FWI is not responsible for delays caused by factors beyond its control, including, but not limited to, manufacturer’s delays, product availability, parts availability, or acts of God.
  - FWI operates during normal business hours, Monday-Friday 8:00am-5:00pm MST. The signed Swap-IT form must be submitted by 1:00pm MST, or the SLA period will begin the following business day.
  - After-hour services are from Monday-Friday 5:00pm-12:00am local time, and Saturdays 9:00am-5:00pm local time, holidays excluded (Additional fees and a longer SLA may apply). Customer must request after-hour services at the time of signing the FWI Swap-IT form.
- Customer Responsibilities.** Customer must follow proper care and maintenance of a covered product. Failure to follow the manufacturer’s maintenance and service recommendations may result in the denial of coverage under the Swap-IT and Swap-IT+ programs.
- Exclusions.** Swap IT and Swap-IT+ service does not cover any of the following conditions, in addition to any exclusion in the manufacturer’s original warranty.
  - Covered products for which the serial number has been altered or removed.
  - Service not available for models not beginning with “FWP”.
  - The replacement shipment will include only a replacement for the failed item determined by FWI to be an equivalent piece of hardware. Cables, power supplies and other hardware items will not be included in the replacement shipment, and therefore customer should retain the originals.



- d. Cosmetic defects or failure of non-operational components that do not inhibit the proper operation and performance of the covered product, such as cracked cases, will not be covered under Swap-IT or Swap-IT+.
  - e. Damages or costs resulting from (1) improper electrical wiring and connections, (2) unauthorized modifications, alterations, unauthorized repairs by personnel, or use in any combinations not approved in the manufacturer's specifications.
  - f. Loss or damage caused by any physical force from a source external to the covered product, including, but not limited to, general environmental conditions, power surge, negligence, misuse, abuse, vandalism, spilling of liquid on the covered product, or acts of God. Customer may be invoiced for any of the damages listed above.
  - g. Loss or damage to the covered product either while in storage or in the course of transit, delivery, or redelivery.
  - h. Normal maintenance, cleaning, or tune-ups; minor adjustments and settings for which the user is responsible; costs related to any service request which results in customer education or no problem found, will be invoiced to the customer.
5. **Transferability.** Swap-IT and Swap-IT+ are not transferable and are valid for the original purchaser of covered products only.
  6. **Exclusive Obligation.** Swap-IT and Swap-IT+ are exclusive. The sole and exclusive obligation of FWI shall be to repair or replace the defective covered products in the manner and for the period provided above. FWI shall not have any other obligation with respect to the covered products or any part thereof, whether based on contract, tort, strict liability or otherwise. Under no circumstances, whether based on this service or otherwise, shall FWI be liable for incidental, special or consequential damages.
  7. **Procedure.** For Swap-IT process and procedure, please [click here](#). For Swap-IT+ process and procedure, please [click here](#).