

# Warranty Statement

Effective March 5, 2026  
 The General Terms and Conditions apply:  
[en.pyramid-computer.com/terms-and-conditions](https://en.pyramid-computer.com/terms-and-conditions)  
 Place of jurisdiction: Freiburg im Breisgau

Pyramid provides a warranty for its contracted products under the terms specified in our General Terms and Conditions. In addition, the following applies:

## Warranty Period

24 months for all systems delivered by Pyramid Computer GmbH, unless otherwise agreed in the purchase contract.

## Warranty Extension

A warranty extension for Pyramid systems is available for up to 60 months at an additional cost. The extension must be requested no later than 3 months after purchase of the device and applies only to components that were already installed upon delivery of the device.

## Scope of Services

Repair at a PYRAMID Service Center

- Labor
- Replacement parts
- Free return shipping after repair

## Scope of Work

The system will be restored to its original delivery condition after repair. Necessary drivers will be installed where possible

## Exclusions

- Labor costs for the removal/installation of parts purchased separately (i.e., not as a complete system)
- Operating system and software errors
- Shipping costs to the repair location
- Application software installation
- Driver installation (deviating from the basic configuration)
- Under no circumstances will responsibility be assumed for any data loss  
 (Pyramid recommends regular data backups)
- Maintenance work, unless otherwise specified in the contract.
- Changes to the device configuration or modifications
- Repairs due to improper handling or virus infection
- Wear parts and consumables (e.g., rechargeable battery, battery, toner, streamer tapes, etc.)
- Use exceeding normal wear and tear

## Important!

**For devices shipped collect on delivery, shipping costs and an additional processing fee will be charged.  
 If no fault is found, we reserve the right to charge a flat-rate service fee.**

**Please note:** The more detailed the description of the fault, the faster and more reliably we can repair your device.

**Hotline: +49 761 4514 870; Fax: +49 761 4514 890; E-Mail: [support@pyramid.de](mailto:support@pyramid.de)**

# Extended Service: Pyramid Care

As of March 5, 2026

In addition to the statutory warranty, an extended service plan (Pyramid Care: Bronze, Silver, or Gold) can be purchased for various Pyramid computer systems.

|                               | Bronze                        | Silber                                         | Gold                                         |
|-------------------------------|-------------------------------|------------------------------------------------|----------------------------------------------|
| Key Features                  | Advance Component Replacement | Advance Component Replacement+ On-site service | Advance Component + Advance Unit-Replacement |
| Free return shipping          | ●                             | ●                                              | ●                                            |
| Express shipping <sup>1</sup> | ●                             | ●                                              | ●                                            |
| Advance Component Replacement | ●                             | ●                                              | ●                                            |
| On-site service               |                               | ●                                              |                                              |
| Advance Unit-Replacement      |                               |                                                | ●                                            |

Important!

The Care service package can only be utilized if Pyramid has received a signed service request. This service is limited to countries within the European Union. Other countries may be available upon request. Pyramid must be informed of the planned locations of the systems prior to signing the contract. Provision of the Care service is subject to a final review and approval by Pyramid. The service is not available if the location of the systems is changed without Pyramid's consent.

This service is available from the system's delivery date, provided it was purchased together with the system, and can still be purchased up to 4 weeks after delivery.

Duration

The term is 12, 24, 36, or 60 months, depending on the service level purchased.

Scope of Services

- In the event of defective hardware, one or more replacement components (Bronze, Silver, and Gold) or a replacement system (Gold only) will be shipped via express delivery under the agreed terms. If the malfunction is reported by 1:00 PM (local time at the Pyramid Service Center), shipment will occur on the day the malfunction is reported. If the fault report is received after 1:00 PM, shipping may be delayed. Furthermore, the responsible Pyramid employee must have confirmed the hardware failure. To the best of their ability, the customer is obligated to cooperate in the fault diagnosis process.
- Delivery of a replacement component (Bronze, Silver, and Gold) or a replacement unit (Gold) to the agreed-upon delivery address.
- On-site repair of the device by a service partner commissioned by Pyramid (Silver)
- Free return of the defective hardware within 10 days.

Response Time

- During our business hours (Mon–Fri 8:00 AM–5:00 PM local time at the Pyramid Service Center), the response time until a ticket is processed is two hours. Response times are merely guidelines and may vary in individual cases.
- The earliest possible technician visit (Silver) depends on the delivery time for the replacement parts. Shipments are sent via express delivery from a Pyramid Service Center. The technician visit can take place as soon as the replacement parts have arrived at the device's location.

1 Ticket received by 1:00 PM (CET)

## Extended Service: Pyramid Care

### Exclusions of Liability

- Errors caused by a defective or improperly installed operating system, applications, drivers, or virus infection.
- Data transfer during replacement of storage media: Under no circumstances will responsibility be assumed for any data loss
- Wear parts and consumables (rechargeable battery, battery, toner, etc.)

### Liability

The General Terms and Conditions of Pyramid GmbH or the underlying contract apply.

### Terms of Use

- Provide the Pyramid serial number when reporting a malfunction
- Information regarding the on-site contact person and the shipping address for the replacement part must be provided.
- Malfunctions can be reported 24/7 via email or through the Pyramid Ticket Center. On business days, we are also available by phone between 8 a.m. and 5 p.m.

**Hotline: +49 761 4514 870; Fax: +49 761 4514 890; E-Mail: [support@pyramid.de](mailto:support@pyramid.de);**

**Ticket center: <https://portal.pyramid.de/>**

An account for the Pyramid Ticket Center can be requested by emailing [support@pyramid.de](mailto:support@pyramid.de).

The warranty terms are not limited by this document.

# On-Site Service Registration

## Contact Person for On-Site Service Registration

|             |  |
|-------------|--|
| Name:       |  |
| Company:    |  |
| Street:     |  |
| Zip Code:   |  |
| City:       |  |
| Phone:      |  |
| Email:      |  |
| Order No.:  |  |
| Serial No.: |  |

## Contact Person at the Product Location

|             |  |
|-------------|--|
| Name:       |  |
| Company:    |  |
| Department: |  |
| Street:     |  |
| Zip Code:   |  |
| City:       |  |
| Phone:      |  |
| Email:      |  |

**Stamp and signature**

\_\_\_\_\_

**Place, Date**

\_\_\_\_\_

**Service Hotline: +49 761 4514 870; Fax: +49 761 4514 890**

Please email this form to register your advance replacement service claim to: [support@pyramid.de](mailto:support@pyramid.de)