

PANASONIC Warranty Comparison Table

| Warranty Deliverable | Standard Warranty | Extended Warranty | ProPlus Warranty | Ultimate Care Warranty (UC) | Global Warranty Uplift w/UC |
|--|-------------------|-------------------|------------------|-----------------------------|-----------------------------|
| Warranty Term Options | 3 Years | 4th / 5th | 1-5 Years | 1-5 Years | 3-5 Years |
| 24 x 7 x 365 US Domestic Help Desk | ● | ● | ● | ● | ● |
| 2 Day Average Repair TAT (Turn-Around-Time) | ● | ● | ● | ● | Variable* |
| Overnight shipping included to and from repair center | ● | ● | ● | ● | ● |
| Parts and labor included | ● | ● | ● | ● | ● |
| Global warranty coverage | ● | ● | ● | ● | ● |
| Priority Exchange service for user replaceable parts. (HDD, Battery, AC Adapter) | ● | ● | ● | ● | Variable** |
| 1 Year Battery Warranty | ● | ● | ● | ● | ● |
| WWAN Module covered for term | ● | ● | ● | ● | ● |
| HDD / SSD Drive covered for term | ● | ● | ● | ● | ● |
| AC Power adapter covered for term | ● | ● | ● | ● | ● |
| Original Panasonic Memory covered for term | ● | ● | ● | ● | ● |
| Normal or Backlit Keyboard covered for term | ● | ● | ● | ● | ● |
| Other integrated options (DVD, GPS, Pass through cabling, Camera, WiFi / Bluetooth radio, card reader, Smartcard reader, Fingerprint reader, Barcode scanners) covered for term. | ● | ● | ● | ● | ● |
| Accidental damage coverage - one major failure per year. (keyboard, motherboard, LCD, HD/SSD) | ● | ● | ● | ● | ● |
| Cosmetic damage coverage | ● | ● | ● | ● | ● |
| Unlimited parts and labor for accidental damage | ● | ● | ● | ● | ● |
| Up to 1% of deployment covered for theft, loss, fire, Acts of God and intentional damage | ● | ● | ● | ● | ● |
| SLA with financial restitution available for Annual Hardware Failure Rate, TAT, DOA and Help Desk Hold Time, | ● | ● | ● | ● | ● |
| No out of warranty billing | ● | ● | ● | ● | ● |
| No international VAT or customs fees for warranty transportation. | ● | ● | ● | ● | ● |

* Global region determines repair turnaround time. ** Priority exchange dependent on regional policy.