

## ON-SITE SERVICE AFTER REMOTE DIAGNOSIS POLICY

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### 1. Scope of Service

#### Remote Diagnosis Requirement:

Before dispatching an on-site technician, Velasea Technical Support will make reasonable efforts to diagnose and resolve the issue remotely.

*This support may include, but is not limited to:*

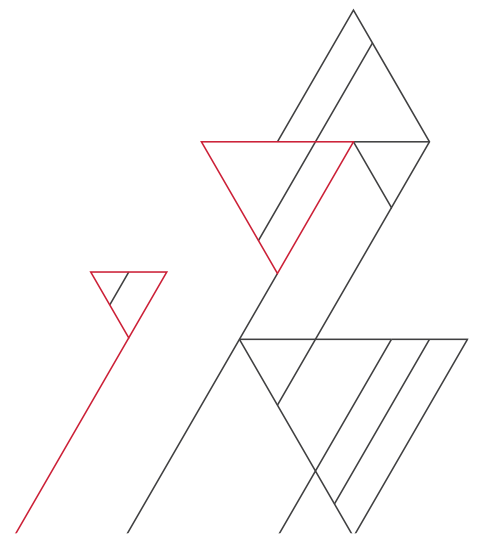
- ▼ Telephone assistance
- ▼ Email correspondence
- ▼ Remote desktop or screen-sharing sessions

### 2. Service Level Agreement (SLA)

#### On-site Response Time:

Once a hardware fault is confirmed through remote diagnosis...

- ▼ Velasea aims to provide Next Business Day on-site support
- ▼ Service timing is subject to parts availability
- ▼ If Next Business Day is not feasible, Velasea will make reasonable efforts to provide support as quickly as possible



### 3. Part Classification – Field vs. Non-Field Serviceable

#### Determination of Serviceability:

Velasea reserves the right to determine whether a failed component is...

- ▼ Field-Serviceable – Eligible for on-site replacement
- ▼ Non-Field Serviceable – Not eligible for on-site replacement

### 4. Non-Field Serviceable Process

For parts or devices classified as non-field serviceable:

- ▼ Velasea will provide the customer with a pre-paid shipping label
- ▼ Upon completion of the repair, the device will be returned to the customer

#### Software + Operating System Exclusions

On-site support covers confirmed hardware faults only. Software installations and operating system reloads are not covered under on-site warranty service. Should an OS reload be required, Velasea will provide a licensed copy of the software image along with step-by-step reinstallation instructions delivered via email or phone support.

### Contact Velasea Support

*Should you need assistance, our dedicated support team is here to help!*

support@velasea.com / (833) 551-1068 / [velasea.com/support](https://www.velasea.com/support)

