



ESRI
380 New York Street
Redlands, California 92373-8100
Phone: 909-793-2853, ext. 1-4441
Fax: 909-307-3046



A special promotional offer of ArcInfo® License packaged with a GETAC Rugged Notebook for U.S. customers only

GETAC Rugged Notebook Sealed Magnesium Chassis (IP-54) with Intel Core Duo 1.66 GHz CPU, 2 MB L2 Cache memory, 14-inch XGA TFT Display (1,024 x 768 resolution) or 15-inch XGA TFT Display (1,400 x 1,050 resolution) with sunlight-readable touchscreen LCD, 64 MB shared video memory, ATI-M54 discrete VGA module, 2 GB RAM, 80 GB shock-resistant hard disk drive, Combo CD/DVD-RW internal 56K modem, Internal Ethernet 10/100/1000, Wireless LAN (802.11b/g), Internal Bluetooth module, Kensington Lock and one PS/2 port, One RS232 serial port, Two high-speed USB 2.0 ports, One VGA and one IR port, One docking and one parallel port, One PCI audio Mic-in and Lin-out port, 90 W, 100-204 VAC autosensing adapter, Internal rechargeable li-ion battery pack, One PCMCIA slot (type III), Built-in stereo 2 W speakers (waterproof), Windows XP operating system, and Three-year warranty

Item: 109225—GETAC M230-4 14-inch Display Packaged with ArcInfo License

Unit Price: \$11,995

Item: 109226—GETAC M230-5 15-inch Display Packaged with ArcInfo License

Unit Price: \$12,500

GETAC Rugged Notebook Options

Item SPMB—Spare main battery

Unit Price: \$225

Item GTGPS—Internal commercial-grade GPS module with 10-meter accuracy, 2D RMS or 5-meter accuracy, 2D RMS, WAAS enabled

Unit Price: \$180

GETAC Rugged Notebook includes a three-year depot maintenance warranty.

For warranty or service issues, see warranty information starting on page 5 or call 866-464-3822.

Vehicle Docking Solutions are also available. Please contact Dean Garner at 909-793-2853, extension 1-4441, or Neil Tomlinson at 909-793-2853, extension 1-1340, for assistance.



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ESRI QUOTATION TERMS AND CONDITIONS

This quotation is valid until November 28, 2008. These prices and terms are valid only for items purchased and delivered within the United States excluding Guam, Puerto Rico, and the Virgin Islands.

This quotation information is proprietary and may not be copied or released other than for the express purpose of system selection and purchase. This information may not be given to outside parties or used for any other purpose without written consent from ESRI.

ORDER PROCESS

The order process is initiated when ESRI receives an original purchase order or some form of advance payment. Several additional documents (e.g., credit application, if not using credit card, and tax exemption certificate) are required to complete the order.

IMPORTANT! Collectively, these documents contain the authorizations and information necessary to ship proper versions of the software on the correct media. Please return them promptly to avoid unnecessary delays in shipping. Please return all documents by mail, express courier, or as otherwise directed.

Please show the following remittance address on your purchase order:

ESRI, File #54630, Los Angeles, CA 90074-4630

DELIVERY

FOB ORIGIN

Software: Allow 30 days from ESRI's receipt of purchase order, signed software license agreement(s), and other documents, as required.

Hardware: Manufacturer's terms apply. Lead times depend on make/models purchased.

Standard delivery method is ground or two-day air for software and surface carrier for hardware. Actual delivery method may vary depending on weight. Other service is available for an additional fee (e.g., overnight delivery).

PAYMENT TERMS

Net 30 days, on approved credit.

WARRANTY

Warranty and service are provided by manufacturer(s).

TAXES

Prices quoted do not include applicable sales or use taxes unless so stated. In preparing your budget, please allow for applicable sales tax. ESRI reserves the right to collect sales tax assessed by states as required by law. ESRI will add state sales tax to the invoice unless ESRI is shown proof with the order that your organization is tax exempt or pays state tax directly.

ESRI collects and pays sales tax in Alabama, Arizona, California, Colorado, Connecticut, Florida, Georgia, Hawaii, Illinois, Indiana, Kansas, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia, Washington, and Wisconsin. In preparing your budget, please allow for applicable sales tax. ESRI reserves the right to collect sales tax assessed by additional states as required by law.



IN-HOUSE USE
ORIGINATED BY _____ DEPT. _____ PHONE _____ CLIENT'S REQUEST \$ _____

**ESRI
CREDIT APPLICATION
COMPANY INFORMATION**

COMPANY NAME: _____ TELEPHONE: _____
DBA: _____ FAX: _____
ADDRESS: _____ CONTACT: _____

TAX EXEMPT: YES/NO. IF YES, PLEASE ATTACH
COPY OF EXEMPTION CERTIFICATES FOR ALL STATES.
LENGTH OF TIME IN BUSINESS: _____ FEDERAL ID NO.: _____
NUMBER OF EMPLOYEES: _____

CORPORATION _____ PROPRIETORSHIP _____ PARTNERSHIP
IF A CORPORATION, IN WHAT STATE INCORPORATED: _____
DATE OF INCORPORATION: _____
PRESIDENT: _____ VICE PRESIDENT: _____
PARTNER'S NAME(S): _____
PERSONS WITH CORPORATE SIGNATORY AUTHORITY: _____

COMPANY CLASSIFICATION: _____ FORTUNE 500 _____ UNIVERSITY, COLLEGE, OR PUBLIC SCHOOLS

LOCAL, STATE, OR FEDERAL GOVERNMENT _____ NONE OF THE ABOVE
BRIEFLY DESCRIBE YOUR COMPANY'S FUNCTION: _____

BANK REFERENCE

(Please list all banks and banking account numbers; attach additional pages if necessary.)

BANK NAME: _____ TELEPHONE: _____
ADDRESS: _____ CONTACT: _____

CHECKING ACCOUNT NO.: _____
OTHER ACCOUNT NO.: _____
LOAN NO.: _____

VENDOR REFERENCE

(PROVIDE 5)

NAME: _____ NAME: _____
ADDRESS: _____ ADDRESS: _____

TELEPHONE: _____ TELEPHONE: _____
NAME: _____ NAME: _____
ADDRESS: _____ ADDRESS: _____

TELEPHONE: _____ TELEPHONE: _____
NAME: _____
ADDRESS: _____

TELEPHONE: _____

ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC. (ESRI), PAYMENT POLICY:

NET 30 DAYS, 1.5 PERCENT LATE FEE PER MONTH AFTER 30 DAYS.

BY SIGNING BELOW, COMPANY CERTIFIES AND ATTESTS FINANCIAL RESPONSIBILITY FOR ANY AND ALL CORRECT ESRI INVOICES TO COMPANY AND ITS ABILITY TO PAY SUCH INVOICES IN ACCORDANCE WITH ESRI'S PAYMENT POLICY. COMPANY FURTHER AGREES TO PAY REASONABLE ATTORNEY'S FEES, PLUS INTEREST, IN THE EVENT OF DEFAULT IN PAYMENTS IN COMPLIANCE WITH ESRI POLICY. THE INFORMATION CONTAINED HEREIN IS ONLY FOR THE PURPOSE OF OBTAINING CREDIT AND AUTHORIZES ESRI TO OBTAIN INFORMATION CONCERNING COMPANY'S CREDIT STANDING.

PLEASE FAX TO ESRI CREDIT ANALYST AT 909-307-3031 AND MAIL ORIGINAL.

BY: _____ DATE: _____

RETURN MERCHANDISE (RMA) & WARRANTY POLICY

GENERAL POLICY:

- Getac Incorporated (hereinafter referred as 'Getac') warrants its products to be free from defects in materials or workmanship for a period of **three** years (from the date of invoice). Batteries and digitizer pens are considered consumable goods and therefore under warranty for one year.

RETURN & REPAIR PROCEDURES:

Should a product become defective during warranty period, the following procedure must be followed, in order to ensure prompt and proper handling of the product.

1. Please submit your request for Repair/RMA Service to: <http://rma.getac.com> or go onto the GETAC website at www.getac.com. Click on the Services tile and click on WebRMA.
2. If this is your first time visiting Getac's RMA Website, you will need to fill out the registration form. Your User ID and Password will be automatically sent to the email address on your application.
3. Once you receive your User ID and Password, you can apply for your RMA number. You must apply for an RMA # for each item that is being sent back for repair. You may not send back multiple items needing repair under the same RMA #.
4. Log in (please note that the User ID and Password are case sensitive) and click on "Register RMA." Check to make sure the return address is correct. Or, click "Modify" and enter the address you want the repaired item to be sent to.
5. Proceed with filling in all required information which is indicated with a red star (*) (Notebook Model Number, Serial Number, Problem Description, etc.).
6. Check the boxes next to the items that you are sending back with the item in need of repair (i.e., battery, power cord, AC Adapter, etc.). Please do not send carry bags.
7. Click the box next to "*I acknowledge, Out of Warranty RMA service repair is 3 months & includes parts and service for this repair only*" to activate the "Apply" button.
8. Click the "Apply" button.
9. Your request is immediately sent to us for processing. Once received, we review the RMA request to verify all necessary information has been included. Once the application has been approved, you will receive a confirmation email including your RMA #.
10. You must print a copy of the confirmation email and include it in the package with the returned item. You must also write the RMA # on the outside of the box to ensure the package is sent to the proper department.
11. Make sure the item/s are properly packaged as GETAC is not responsible for damage incurred during shipping. Ship the package to the following address:

Getac, Inc (RMA Dept.)
20762 Linear Lane
Lake Forest, CA 92630
Attn: (your RMA #)

For all other RMA Services or Credits, please contact GETAC Customer Service:

- **Customer Service**
Phone: (949) 699-2888 (x213) or (866) GO-GETAC (866-464-3822) (x213)
Email: Rachael.hickok@getac.com

Please Note the Following:

- **RMA #** should be marked clearly on the shipping label. Please do not write on the box.
- Customers will pay incoming shipping charges for all incoming RMA items. GETAC will pay return shipping charges when the item is in warranty. The item will be shipped back using the same method in which it was shipped to GETAC. When warranty has expired, the customers will pay the round trip shipping charge and all parts and labor. GETAC will use the customer's shipping account or add the shipping charge to the customer invoice.
- For "Out of Warranty" repairs or items damaged due to excessive physical force (which is not covered under warranty), once the technician has evaluated your returned item/s, an estimate and description of the necessary repairs will be emailed to you. The customer must contact Customer Service to arrange payment for service and return shipping charges before the repairs can be completed.
- For every **RMA** case, the customer will receive a Repair Report, describing the corrective action taken and charges associated, if applicable.

DEAD ON ARRIVAL (D.O.A.):

When a new unit/part arrives at the purchaser's site and it is not in complete working order, the unit/part will be considered D.O.A. All D.O.A.'s must be reported within 30 days of receipt of the unit/part. To resolve this issue in the most timely manner possible, the customer must take the following actions:

- Complete steps 1 through 8 listed in the RETURN & REPAIR PROCEDURES section above with one minor adjustment. When filling in the required information on the RMA screen (step 5) the customer must fill out the Return Material Authorization Details in the manner seen below.

Step 1: Return Material Authorization Details		Help
I have a	Rugged Notebook	*that I want to
		Please Select
		*. The
		Docking
		*is
a	RUGGED NOTEBOOK	*

- The request will be sent to our Customer Service Dept. and a representative will contact you shortly at the phone number you listed on your request so that we may resolve this issue immediately.

ITEMS NOT COVERED UNDER WARRANTY:

- Carrying bag
- Diskettes
- Product manuals
- Non-Getac products

TERMS AND CONDITIONS:

- GETAC will not be responsible for system repair unless all original system parts remain in the system. We will not warranty or replace any system that is not 100% Getac's products.
- GETAC will not accept warranty returns if there is no **RMA #** marked on the shipping label. GETAC reserves the right to return all items shipped without an RMA # at the customer's expense.
- GETAC will not issue credit for any item that can be replaced or repaired. GETAC will not issue cash or check refunds, for any **RMA** items. Customers who refuse shipment on returned or repaired merchandise will be put on a pre-paid status.
- GETAC can not accept the request from customer to upgrade the **CPU, RAM, HDD, LCD** or to install the extra parts/cards/software for the return-for-repair units. Any customer upgrade or modification must be performed as part of a separate sales order and arranged by the customer's original sales person.

TECHNICAL SUPPORT:

The service line is always available to customers for any technical inquiries regarding GETAC products.

- **Phone: (866) GO-GETAC (866-464-3822)**
(from 8:30 a.m. to 5:30 p.m. - Monday - Friday PST)
- **RMA Customer Service:** (x213) or Rachael.hickok@getac.com
- **Technical Support:** (x208) or ming.lu@getac.com
- **Replacement Spare Part Sales:** (x233) or Cynthia.ching@getac.com