

# Public policy for warranty and software updates - template

## Example statement

The following is considered the minimum level of commitment to prove compliance with TCO Certified, generation 10, criteria “Product Warranty” and “Security and functionality software updates.” The warranty and software update statements may be separated or combined as below. They may cover all certified products or may be individual for each product.

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## Product warranties and software updates

For all [BRAND] products certified with TCO Certified generation 10:

- We offer at least [X] years of warranty included free of charge, plus additional [Y] years of warranty purchasable together with the product, directly from the brand owner and from retailers, for the maximum cost of 15% of MSRP per year. Here is information on how to purchase an extended warranty [LINK].
  - We offer the availability of free-of-charge security updates, corrective updates and functionality updates to the operating system for at least [Z] years from the later date of when the product was sold by [BRAND] or when it was last manufactured. Here is information on how to receive these updates [LINK].
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## Suggested places for publication of the statement

- brand owner website (maybe together with the “information document to end users”)
- included in the user manual under a headline called “warranties and software updates”