

## Warranty CTOUCH Europe B.V.

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### Wallom2

Warranty details for all countries except NL, BE and UK

Five year warranty based on return to base

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## Zero concessions on Service

Let us explain to you all the benefits of the Wallom2 warranty.

### **What are the warranty terms:**

The warranty is valid from the invoice date from a reseller to a user in combination with the production date of the display.

The warranty of CTOUCH covers defects caused by manufacturing for the first five years.

Please note the following: If requested, provide us the original invoice (invoice, docket or receipt) with the purchase date, the name of the reseller and the model (type) and production (serial) number of the Wallom2.

### **What can our Service Mechanics do for you?**

CTOUCH Europe presents itself liable for repair. If repair is not possible, replacement of the product is under warranty. This is at the discretion of CTOUCH Europe only.

Professional and prompt service to its customers is our middle name. All repairs will be carried out based on return to base. All you have to do is reporting it to us via below contact details.

It might occur a repair cannot be carried out due to the technical nature of the defect. No worries! A comparable replacement Wallom will be made available. After all, zero concessions on service means a plus one smile on our customer's faces 😊

The warranty is **not** valid in the following cases:

- If the defect (in any way) is caused by misuse, use in an environment that is not in accordance with what is prescribed for the product, neglect, forgery, improper adjustment or modifications to the product;
- If on one of the mentioned documents something has been altered, deleted, removed or made illegible;
- If the defect is caused by external causes such as natural disasters, molest, fire and soot damage, dust, induction and lightning damage or animals;
- If modifications and / or repairs to the product have been carried out by persons / companies unauthorised by CTOUCH Europe;
- If the maintenance instructions indicated in the user manual have not been followed;
- In case of repairs caused by incorrect and/or improper installation in the operating environment;
- In case the product is used in a dusty environment;
- In the event that the serial number of the product is damaged or removed;
- In case of malfunction and/or damage caused by additional equipment that is used with the product or in connection therewith, and that is supplied or recommended by CTOUCH Europe;
- To consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- To cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship;
- To damage caused by use with a third party component or product that does not meet the CTOUCH Products specifications;
- Whenever CTOUCH receives information from relevant public authorities that the product has been stolen.

In all cases covered by the above, CTOUCH Europe will treat each case individually and decide accordingly.

Is your product out of warranty or is it covered by the guarantee scheme? The process of service calls is always equal. We provide you the personal service that just works. Keep the following in mind; in case of out of warranty the costs of transport, repair and parts are charged to the customer.

The warranty provisions are applicable to the countries listed in the below contact table. Service response time may vary per country.

**Service always has its thinking caps on!**

If you have any questions regarding your warranty, please contact your local dealer/distributor or send an email to: [support@ctouch.eu](mailto:support@ctouch.eu)



**CTOUCH contact points:**

Austria	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Denmark	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
France	Wipple	+33 805 620 190
Finland	Electro Waves Oy	+358 (0)20 120 0100
Germany	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Ireland	CTOUCH Customer Care Centre	+44 (0)845 370 8668
Luxembourg	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Norway	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Sweden	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Switzerland	Novis	+41 (0)900 852 580
UAE	Granteq	+971 (0)43 46 4646
All other countries	CTOUCH Customer Care Centre	+31 (0)40 261 83 19