

## **Warranty CTOUCH Europe B.V.**

Warranty details for Benelux & United Kingdom

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### **3 year onsite repair service:**

Leddura xt

Leddura xts

Lexinus

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### **Warranty upgrade package**

If you wish to upgrade or extend your warranty package, CTOUCH is offering a warranty upgrade package. Please ask your local distributor or dealer or email [service@ctouch.eu](mailto:service@ctouch.eu)

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#### Warranty terms:

The warranty is valid from the first date of purchase by a user in combination with the production date of the display. CTOUCH Europe appoints two exceptions to the warranty period after invoicing to the (end-)user. In case:

- The production date is six months prior to the date of invoice to the user and / or
- The invoice date from CTOUCH Europe to the reseller is more than three months older than the invoice date to the user

The decision for a call inside or outside warranty is made by CTOUCH Europe.

CTOUCH Europe uses a Defective On Arrival (DOA) period of 2 weeks after the date of the invoice to the end user.

The guarantee of CTOUCH Europe B.V. (hereinafter CTOUCH Europe) covers manufacturing related defects and parts in and on the display.

If requested 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 display must be provided.

CTOUCH Europe presents itself liable for repair or, if repair is not possible, replacement of the product under warranty, which is at the discretion of CTOUCH Europe only. CTOUCH Europe uses the network of authorized service centres and thus vouches for the professional and prompt service to its customers. All repairs will be carried out on site by appointment. If due to the technical nature of the defect, a repair cannot be carried out on site, a comparable replacement display will be made available for the duration of the repair in our service centre.

The warranty provisions contained herein are in effect for the European market. Service response times as well as extended warranty options may vary by country.

To be able to repair the CTOUCH displays in a responsible manner the equipment and the site shall be easily accessible according to criteria set out.

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;
- On one of the mentioned documents something has been altered, deleted, removed or made illegible;
- The defect is caused by external causes such as natural disasters, moisture, fire and soot damage, dust, induction and lightning damage and animals;
- If modifications and/ or repairs to the product carried out by persons / companies that are not authorized 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 are not supplied or recommended by CTOUCH Europe;

In all cases not provided for by the above CTOUCH Europe will treat each case individually and decide accordingly.

The process for service calls on out of warranty displays is equal to that for calls covered by the guarantee scheme. The costs of transport, repair and parts are charged to the customer.

## CTOUCH-points:

Netherlands	CTOUCH Customer Care Center	+31	(0)88 2340 377
Belgium, Luxemburg	CTOUCH Customer Care Center	+31	(0)88 2340 370
England, Scotland, Ireland	CTOUCH Customer Care Center	+44	(0)845 370 8668
France	FVS	+33	(0)160 625 846
Finland	Electro Waves Oy	+358	(0)20 1200 100
Germany	CTOUCH Customer Care Center	+31	(0)88 2340 370
Austria	CTOUCH Customer Care Center	+31	(0)88 2340 370
Switzerland	Novis	+41	(0)900 852 580
Sweden, Denmark	CTOUCH Customer Care Center	+31	(0)88 2340 370
Spain, Portugal	Groupvision	+34	(0)91 5357 764
Poland	ViDiS	+48	(0)81 888 4606
Italy	CTOUCH Customer Care Center	+31	(0)88 2340 370
Norway	CTOUCH Customer Care Center	+31	(0)88 2340 370
Hungary	LSK Hungária Kft.	+36	(0)1 421 5490
UAE	Granteq Distribution	+971	(0)4346 4646