

Warranty and Service conditions CTOUCH Europe B.V.

Standard Warranty

3 Years parts and labour	5 year onsite + 2 year parts (last 4 years excluding panel, UHD board)
<ul style="list-style-type: none">• Laser 60inch• Laser 70inch • Leddura 47inch• Leddura 55inch • Leddura xt 65inch• Leddura xt 70inch• Leddura xt 84inch	<ul style="list-style-type: none">• Laser 84inch

Warranty Upgrade Packages
<ul style="list-style-type: none">• If you wish to upgrade or extend your Warranty packages, CTOUCH is offering Warranty Upgrade packages. Please ask your local distributor or dealer. Or email service@ctouch.eu

The warranty is valid from 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 of three years 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.

The warranty is transferable only between end users. The guarantee of CTOUCH Europe B.V. (hereinafter CTOUCH Europe) covers manufacturing related defects and parts in and on the display. The warranty is valid when the display is used in accordance with the instructions for use and for the purpose for which it was manufactured. Also, the original invoice (invoice, docket or receipt) is required with the purchase date, the name of the reseller and the model (type) and production (serial) number of the display. Registration can be done via the site www.CTOUCH.eu/register.

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 nationwide network of an authorized service centre 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 display repair can not be carried out on site, a replacement display will be made available for the duration of the repair in our service centre.

The CTOUCH display should be supplied without accessories. If nevertheless accessories are included, then CTOUCH Europe is not responsible for damage or loss thereof.

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

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

CTOUCH Europe provides software updates. These software updates are posted on the CTOUCH Europe website.

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. Also, the customer is responsible for proper packaging of the display.

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.

CTOUCH points:

Austria	CTOUCH Customer Care Centre	+49 (0)151 500 800 30
Belgium	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	+49 (0)151 500 800 30
Luxembourg	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Netherlands	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
United Kingdom	CTOUCH Customer Care Centre	+44 (0)208 773 7284