

Warranty CTOUCH Europe B.V.

Warranty details for Europe region A:
NL, BE, LU, UK, DE, AT, CH, FR, DK, NO, SE, FI

Leddura 2Share
Leddura 2Meet



Zero concessions on Service

Let us explain to you all the benefits of this 3 years on-site warranty.

What are the 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.

We use a Defective On Arrival (DOA) period of 2 weeks after the date of the invoice to the end user.

Our warranty covers hardware related and/or workmanship related defects in and on the display. This warranty also covers system software (firmware) for the monitor, including the firmware for the built-in Kickle modules. It does not cover application software, even when preinstalled by CTOUCH Europe. For all inbox accessories like remote control, pen, cabling etc. a warranty period of 2 years is applicable.

What can our Service Mechanics do for you?

We present ourselves liable for repair or, if repair is not possible, replacement of the product under warranty, which is at the discretion of CTOUCH Europe only. We're all in for smart working. Therefore, we proudly work together with authorised service centres. Professional and prompt service to its customers is our middle name. All repairs will be carried out on-site by appointment.

A repair cannot be carried out on site because of the technical nature of the defect? No worries. We make sure you receive a comparable replacement display for the duration of the repair in our service centre.

These warranty provisions are applicable to the European market. We're there to help you from several parts of the world. Therefore, service response time may vary per country.

Well begun is half done. So, to be able to repair the CTOUCH displays in a responsible manner the equipment and the site need to 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 factors such as natural disasters, 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 authorised 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;
- 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 Product's 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.

Service always has its thinking caps on!

Do you have any questions regarding your warranty? Do you need technical support or want to report a unit as defective?

Just send us an email: support@ctouch.eu or give us a call +31 40 2618319.

CTOUCH contact 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
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