

Warranty CTOUCH Europe B.V

Warranty details for the business branch - Europe region A:
NL, BE, LU, UK, DE, AT, CH, FR, DK, NO, SE, FI, ES and PT

CTOUCH Neo



*Up to 10 years after market introduction in 2022

Zero concessions on Service

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. To enroll for the additional warranty please register your CTOUCH display on <https://ctouchsphere.eu>.

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

CTOUCH Europe appoints two exceptions to the warranty and/or DOA period based on the date of invoice 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 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.

The warranty of CTOUCH Europe covers hardware related and/or workmanship related defects in and on the display. This warranty also covers system software (firmware) for the monitor and all originally built-in 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. 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.

Please note CTOUCH personnel is not equipped to physically carry touchscreens up or down stairs during repairs or a swap of products.

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 centers and thus vouches for 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. To be able to repair the CTOUCH displays in a responsible manner, the equipment and the site shall be easily accessible.

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 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;
- 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;
- 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;
- 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.

Service always has its thinking caps on!

The 1st and 2nd line support is given by your local dealer/distributor. Meaning it's their responsibility to check the software, cabling and external devices either remotely or onsite. If you have any questions regarding a defective screen or warranty, please contact them for help. The service response time may vary per country.

If you need any help regarding warranty, service or repairs please send an email to: support@ctouch.eu or give us a call +31 40 2618319.