

## European warranty and service conditions

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CTOUCH interactive displays 47/55/65/70/84 inch

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The standard warranty on all CTOUCH interactive displays is 3 years on the touch screen and components excluded is the panel, which is the 12-month warranty. The warranty is valid from date of purchase by the end user and is only transferable between end users. The warranty CTOUCH Europe BV (hereinafter referred to as: "CTOUCH Europe") only covers manufacturing related defects and parts in and on the display. Consumable accessories such as batteries and wear and tear of cable connections are excluded from the guarantee.

The warranty is valid when the display is used in accordance with the instructions and for the purpose for which it is made. In addition, the original purchase invoice (or receipt) from the date of purchase has to be shown, with the dealer's name and model (type) and production (serial) number of the display.

CTOUCH Europe set itself be liable for repair or, if repair is not possible replacement of the product under warranty, only at the discretion of CTOUCH Europe.

The European warranty is based on RTB (return to base) and requires the product to be returned to CTOUCH Europe in the Netherlands, the costs of the shipment are not covered under warranty. All products are to be returned using the original (or similar) packaging, standing upright on a pallet. CTOUCH Europe will repair or replace under warranty when applicable and return back to customer.

Above is only valid when dealer using a completed RMA form and approved by CTOUCH Europe where a repair appointment is made.

The warranty is not valid in the following circumstances:

- If the defect (in any way) is caused by misuse, neglect, alteration, improper adjustment or adjustments to the product.
- One of the documents have been altered, deleted, removed or made illegible.
- A defect caused by improper or incorrect use or use in an environment that is not in accordance with what is prescribed for the product.
- Damage caused by animals.
- If modifications and/or repairs to the product carried out by persons or companies who are not authorized by CTOUCH Europe.
- If the maintenance instructions specified in the manual are not followed.
- In case of repairs caused by incorrect and/or improper installation in the operating environment.
- In the event that the product serial number has been removed.
- In case of malfunction and/or damage caused by additional equipment used with a product or on the related state and not supplied or advised by CTOUCH Europe.

In cases where the above does not cover, CTOUCH treats each case individually and will provide a decision. All rights reserved.

Standard warranty period is three (3) years. This is valid for the CTOUCH displays : 47/55/65/70/84. When purchasing a service pack for the 4th and 5th year, the total warranty period is five (5) years.