

Warranty CTOUCH Europe B.V.

Warranty details for Europe region A & B:

3 years carry in
OPS Module
Easy air PC

Warranty terms:

The warranty is valid from the first date of purchase by a user in combination with the production date of the OPS Module or Easy air PC.

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 product.

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 module 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 the basis of carry in. Thus the customer needs to ship the module to the repair centre.

The CTOUCH Europe repair centre will send the repaired unit back to the customer. CTOUCH Europe's ambition is to have a turnaround time of 10 working days.

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.

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, molest, 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 models 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 OPS module or Easy air PC.

Checklist for shipping

Packaging

Preferably, use the original packaging for transport. Suitable boxes for packing your parcel you will find at most post offices and are available in various sizes/dimensions. The contents of the box must be as resistant to shocks or bumping as possible.

Remove old labels and stickers. Verify that the box is still in good condition and check for any damage.

If in your package empty spaces remain, we recommend filling it. For this you can use old newspapers or other soft stuffing material. This way the contents of the package can't slide. Wrap the product for extra protection in bubble foil, paper or corrugated cardboard and seal it properly. In addition, put paper balls or Styrofoam at the bottom of your package. Fill the remaining space in the box in the same manner.

If you have a new device, we request you not to enclose the accompanying documentation (e.g.: guarantee, manual).
The reference number must be clearly visible on the outside of the package.

Recovery

Before shipping the system, you are required to perform a recovery. Failure to do so will be charged in case software problems are detected.

You are solely responsible for your own data. Always create a backup yourself or have it done by a third party since costs will not be reimbursed.

External hardware/components

If the complaint is caused by an (external) hardware/component (e.g. mouse, keyboard, adapter, battery), we request you not to enclose it.

CTOUCH offers a 3 years carry in warranty on this product valid from the date of delivery to the customer.

If you have any questions regarding your warranty please contact your local dealer/distributor or you can email: support@ctouch.eu.

CTOUCH-points:

Netherlands	CTOUCH Customer Care Center	+31 (0)40 261 8319
Belgium, Luxemburg	CTOUCH Customer Care Center	+31 (0)40 261 8319
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)40 261 8319
Austria	CTOUCH Customer Care Center	+31 (0)40 261 8319
Switzerland	Novis	+41 (0)900 852 580
Sweden, Denmark	CTOUCH Customer Care Center	+31 (0)40 261 8319
Spain, Portugal	Groupvision	+34 (0)91 5357 764
Poland	CTOUCH Customer Care Center	+31 (0)40 261 8319
Italy	CTOUCH Customer Care Center	+31 (0)40 261 8319
Norway	CTOUCH Customer Care Center	+31 (0)40 261 8319
Hungary	LSK Hungária Kft.	+36 (0)1 421 5490
UAE	Granteq Distribution	+971 (0)4346 4646