

WARRANTY CTOUCH EUROPE B.V.

Warranty details for the education branch - Europe region B:

Includes all European countries except BE, NL, LU, UK, DE, AT, CH, FR, DK, NO, SE, FI

BRIX MODULE



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 BRIX Module. To enroll for the additional warranty please register your CTOUCH display when installing the display.

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. Meaning that if the product has a defect within this period we will swap it for a new unit.

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 warranty of CTOUCH Europe covers hardware related and/or workmanship related defects in and on the BRIX Module. It does not cover application software, even when preinstalled by CTOUCH Europe.

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 BRIX 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.

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 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.

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!

The warranty provisions contained herein are in effect for the countries listed in below contact table. Service response time may vary per country. If you have any questions regarding your warranty, please contact your local dealer/distributor or send an email to: support@ctouch.eu or give us a call +31 40 2618319.

CTOUCH-points:

Hungary	LSK Hungaria Kft	+36 (0) 421 5490
Ireland	CTOUCH Customer Care Centre	+44 (0) 208 773 7284
Italy	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Poland	CTOUCH Customer Care Centre	+31 (0)40 261 83 19
Portugal	MCR Info Electronic	+34 914 400 700
Spain	MCR Info Electronic	+34 914 400 700
UAE	Granteq	+971 (0)43 46 4646
All other countries	CTOUCH Customer Care Centre	+31 (0)40 261 83 19

