



2222 W. Rundberg Ln., Ste. 200  
Austin, Texas, 78758  
T: 512-832-8292  
F: 512-491-6381  
www.touchinternational.com

## **Warranty Guidelines**

We understand that productivity and confidence in Touch International's touch screens and electronics is vital to your business. Therefore, we are committed to providing our customers with quality products. In the event that you do have problems with your product, Touch International provides flexible limited warranty services on our touch screens and controllers. These guidelines provide you with the information required to contact our customer support team, and if necessary, to get a Return Materials Authorization number for the product. You may also want to review our [Terms and Conditions of Sale](#).

### **Warranty Coverage Information**

- Touch International, Inc. (referred to as the "Warrantor") will repair or replace the defective part at Touch International's sole option, free of charge, in the U.S.A. in the event of a defect in materials or workmanship within the warranty period as noted below.
- Technical Support must determine that the product is out of specification.
- Touch International must receive the defective product within the specified warranty period.
- Touch International strongly recommends that the product be adequately packed to avoid shipping damage and to allow for effective defect analysis. You may also want to insure the product. Touch International will return the repaired product prepaid to you at your U.S.A. address.
- This warranty covers only failures due to defects in materials or workmanship that occur in normal use. It does not cover damage that occurs in shipment, failures that are caused by products not supplied by Touch International, Inc., failures that result from accident, misuse, abuse, neglect, water damage, mishandling, misapplication, faulty installation, set-up adjustments, improper maintenance, alteration, line power surge, external product damage including field damage, modification or service not approved by Touch International or damage that is attributable to acts of God.
- Removal and reinstallation costs are not covered by this warranty.



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Type	Warranty Period
All Controllers	5 Year
CGTouch Capacitive Touch Screens	5 Years
RGTouch Capacitive Touch Screens	5 Years
TI-4Touch Resistive Touch Screens	1 Year
TI-5Touch Resistive Touch Screens	5 Years
Digital Matrix Touch Screens	1 Year
Projected Capacitive	10 Years
IRTouch Touch Screens	5 Years
TI- 8Wire Resistive	2 Years
Cap -Lite	1 Year

### Obtaining a Return Material Authorization (RMA) Number

- Please call your regional sales representative **prior** to returning the product to obtain an RMA number. Please have the part number(s), serial number(s), and trouble statement ready when you call. Once the number is issued, it will be valid for 45 days.
- We will contact you either via fax or email with detailed shipping instructions. We ask that you label all boxes clearly with the RMA number. If the RMA number is not clearly visible, Touch International reserves the right to return the product to you.
- Touch International will not be responsible for inbound freight or related fees associated to RMAs. Touch International's warranty provides for the repair/replacement of the product and will include economy level return freight for all warrantable returns. Please discuss the available options with the Technical Support department when you call for your Return Materials Authorization form.

### LIMITS AND EXCLUSIONS

There are no express warranties except as set forth above. The terms of this warranty agreement are subject to immediate revision by the warrantor. WARRANTOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS



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WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE WARRANTY PERIODS SET FORTH ABOVE.