

# TERMS



## **Warranty and Returns Policy**

U-Touch is committed to providing the highest quality in products and services. In the unlikely event of malfunction or faulty operation arising during the warranty period, U-Touch provides a warranty repair or replacement policy and procedure. To establish if an U-Touch unit(s) is not functioning correctly you are required to contact U-Touch Technical Support to help determine if the product is defective and qualifies for warranty cover under the policy set out.

### **Warranty Policy**

U-Touch Limited (U-Touch) warrants that an U-Touch product, hereinafter called the "unit", is free from defects in materials and workmanship, which may lead to a unit not functioning correctly or becoming faulty through normal use and as set out under U-Touch guidelines. Such a period of standard warranty is for a duration of 24 months from ship date, on a return to facility basis.

All warranty repair or replacement actions are contingent on verification of the faulty or malfunctioning unit, and on delivery of the unit to:

**U-Touch Ltd  
Unit 7,  
2A Byam Street  
London, SW6 2RD  
United Kingdom**

This warranty does not apply to normal wear and tear, to tampering or alterations resulting in cracked or broken components, or to units damaged by excessive heat, cold or moisture, or units damaged through general misuse or negligence. Additionally, the unit must have been installed in accordance with U-Touch installation notes.

U-Touch's sole and exclusive liabilities for faulty or malfunctioning units through defects in materials and workmanship shall be limited to repair or replacement of the unit at our repair facility and U-Touch shall not be liable for incidental, contingent or consequential damages.

This warranty does not obligate U-Touch to bear any of the costs of transportation charges in connection with repair or replacement of the unit, or any defective parts of the unit.

This warranty is invalid if the damage or defect to the unit is caused by accident, Acts of God, Customer abuse, misuse, unauthorised alteration or repair, or vandalism by third parties.

This warranty takes precedent over any other expressed warranty and except for the foregoing warranty which is exclusive, there is no other expressed warranty being made.

This warranty gives you specific legal rights. You may have other rights, which vary according to the state or country the unit was sold.

### **Warranty Procedure**

If after having determined that a unit may qualify for warranty repair or replacement, the Customer will need to follow the Returns Procedure as set out below.

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Upon receipt of the unit, warranty verification will include visual inspection and testing for normal wear and tear, alteration, and functional compliance of the unit. Faulty or malfunctioning units will be repaired or replaced and shipped via ground transportation within 30 days or best effort.

Customers will not be charged for warranty repairs. However, if a returned product does not meet warranty verification then testing, repair, and/or shipping fees apply.

## Returns Procedure

If you believe that your faulty or malfunctioning unit complies with the above warranty policy, and that you wish to return a unit for warranty repair or replacement cover, then you will need to obtain a "Returns Authorisation Number" RAN.

All units shipped to U-Touch must be shipped with a RAN showing on the outside of the shipping case or packaging, and should be addressed to:

Warranty Returns  
**U-Touch Ltd**  
**Unit 7,**  
**2A Byam Street**  
**London, SW6 2RD**  
**United Kingdom**

U-Touch reserves the right to refuse any incoming shipment not marked with a RAN on the outside of the packaging or shipping case. A RAN can be obtained as below:

Via e-mail at [support@u-touch.co.uk](mailto:support@u-touch.co.uk) Please provide the following information.

*Model of U-Touch screen;*  
*Which plasma or LCD it is being used with;*  
*When and where purchased;*  
*Serial number;*  
*PC type and operating system;*  
*Brief description of the fault;*

By faxing a request to +44(0) 207 731 6719.

By sending a written request to the above address.

By telephoning a request at +44(0) 207 731 6681 and asking for Technical Support.

Provided the items to be returned comply with the above claim for warranty cover, U-Touch agrees to carry out repairs or replacement as required and will bear the outward shipping cost. The Customer is responsible for shipping the unit to U-Touch in the original packaging or a shipping case of equal protection and support.

Please read the following regarding returns procedures:

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1. U-Touch will not accept any return without a RAN;
2. Requests for RANs must be made within the individual warranty period;
3. Please allow 48 hours for a RAN to be issued;
4. Each RAN is only good for one item;
5. Each RAN is good for 14 days. Items must be shipped back to U-Touch before each RAN expires. Otherwise a new RAN will be required;
6. All items must be in original condition with all packing material, manuals and software;
7. Please do not include any paperwork with your shipment;
8. RANs must be written on the label(s) on the outside of the package(s), and not on the package(s) itself. RANs must match the unit(s) authorised for return;
9. Customer will prepay all shipping and handling charges when sending unit(s) back to U-Touch. U-Touch will cover shipping and handling charges when sending replacement or repaired unit(s) to customer;
10. RAN replacements are held for three (3) months. After that all unclaimed items become the property of U-Touch;
11. For returned unit(s) found to be not faulty or defective, then the Customer will pay for all shipping and handling costs.