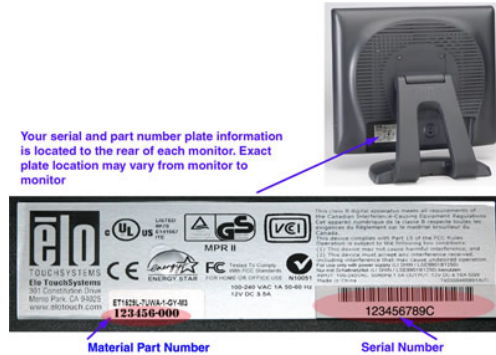


ELO WARRANTY PROCEDURE

The warranty period begins on the date when the Elo product is first shipped to the customer.

The serial number of the display is needed to check the warranty status



To check the warranty status online:

- Go to: https://www.elotouchexpress.com/ex421/live.elo/lq/lq_map.html
- Click “Login as Guest”
- Click “Monitor Warranty Status Inquiry” on the left
- Type in the serial number alone or including the part number, and click Search.

If the display is still under warranty, and you want to create an RMA for the repair or replacement of the display depending on the type of display you have, click “Create RMA”.

NOTE: IF THE DISPLAY HAS “ADVANCE UNIT REPLACEMENT/AUR”, AND ELO SENDS YOU A NEW UNIT, YOU WILL NEED TO PROVIDE THEM A FORM OF PAYMENT. ELO WILL CHARGE YOUR ACCOUNT FOR THE NEW UNIT AND ISSUE A FULL REFUND ONCE THEY RECEIVE THE ORIGINAL UNIT FROM YOU.

Once the RMA has been created, ELO will email you the RMA Confirmation Number and Shipping Instructions which consists of:

1. The RMA number must appear on the outside of the carton(s) in BOLD print.
2. A copy of this document must be included with your shipment.
3. **ONLY SHIP ITEMS LISTED BELOW FOR THIS RMA.**
4. RMA numbers are valid for 45 days after they are issued.
5. All inbound and associated shipping fees must be prepaid.
6. Elo TouchSystems recommends returning product by a reputable freight forwarder.
7. To avoid voiding the warranty, Elo TouchSystem's or equivalent packaging must be used to return product. This includes complete packaging: High-density foam and/or cardboard separators.
8. Controllers purchased as components must be returned in anti-static bags.
9. Elo recommends that all CRTs and LCDs 26 inches or larger be returned on a pallet.
10. For All-in-One touch computers, please backup or remove aftermarket software saved on the hard drive. This information may be deleted if the hard drive is replaced or formatted. Elo is not responsible for the loss of aftermarket software.
11. Do not send after-market brackets or specialized components that are not associated with the Elo touch monitor. Elo is not responsible for loss of these items.
12. Do not send power supplies, USB, serial, or video cables.
13. International returns should have the RMA number clearly written on all shipping documents and include the following statement on the Commercial Invoice:
"Merchandise for In-Warranty repair/replacement. Returning to original manufacturer for repair of defective components. No commercial or resale value. Any declared value is for customs clearing purposes only."

Elo Touch Solutions is not responsible for damage during shipment. ELO recommends that you insure the shipment.

To handle the warranty procedure over the phone, please contact:

ELO Customer Service Phone 1-800-557-1458 OR 1-408-597-8000

You may also Email at: maservices@elotouch.com