

## TERMS AND CONDITIONS

CyberTouch | OEM is committed to provide quality products to our customers. In the event you are experiencing problems with your CyberTouch | OEM product, these guidelines provide you information for contacting CyberTouch | OEM's Technical Support, and if needed, getting a Return Material Authorization number for the CyberTouch | OEM product.

If you experience any technical issues either software or hardware related, contact our technical support team via e-mail at:

[techsupport@cybertouch.com](mailto:techsupport@cybertouch.com)

Or via phone 805.499.5000 x 4140

If the product is still under its original or extended warranty you may request a Return Material Authorization (RMA) either via e-mail to Nicole Hansell:

[salesadministration@cybertouch.com](mailto:salesadministration@cybertouch.com)

Or a via phone 805.499.5000 x 6460

Please note the following:

None of the following exclusions apply:

- Improper Use
- Accident, abuse, neglect, fire, lightening, water, or other acts of nature
- Unauthorized repair; modification or damage through misuse; or subsequent manufacturing or integration process not approved by CyberTouch | OEM
- External product damage, including field damage
- Unit damaged in the returns process

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

- Prior to returning the product, please call or e-mail our Sales Administration department at 805.499.5000 x. 6460, [salesadministration@cybertouch.com](mailto:salesadministration@cybertouch.com) to obtain a Return Material Authorization. Please have the part number (s), serial number (s) and trouble statement ready when you call.
- CyberTouch | OEM will fax or email the Return Material Authorization and detailed shipping instructions to you.
- Once issued, a Return Material Authorization Number is valid for 15 days.

#### Shipping Instructions:

- Label all boxes clearly with the Return Material Authorization Number. Returns without a Return Material Authorization Number clearly marked on the shipping boxes may be returned to the customer.
- All returns should be properly packaged to minimize shipping damage and allow for effective defect analysis. Product should be returned in CyberTouch | OEM packaging or equivalent packaging. If the base of the monitor is removable, it should be removed and placed separately in the box with the monitor. If a mount is attached to the monitor it must be removed before shipment of the product back to CyberTouch | OEM. Products not properly packaged may not be accepted for return.
- Insure the shipment for the original purchase price and shipping charges.

## WARRANTY

Products purchased directly from CyberTouch | OEM products are guaranteed to be free from defects in material and workmanship for a period of one (1) year from the date of original invoice. This warranty is made solely to the Customer at CyberTouch | OEM's sole obligation (and Customer's sole remedy). In no event shall CyberTouch | OEM be liable for any consequential damage or damages of any kind or nature alleged to have resulted from any breach of warranty.

It is the Customer's responsibility to notify CyberTouch | OEM within 15 days of receipt of product of any defect in goods. Customer shall request a Return Material Authorization prior to return to CyberTouch | OEM. Customer shall bear the expense of shipping and insurance of the defective goods to CyberTouch | OEM and CyberTouch | OEM shall bear the expenses of shipping the repaired or replaced goods back to the Customer, unless such goods were not defective, in which case the Customer shall bear all reasonable expenses incurred in inspecting, testing, and returning the goods.

In all events, the Customer shall bear the risk of loss or damage during transit. CyberTouch | OEM shall not be obligated to repair or replace goods rendered defective, in whole, or in part, by causes external to the goods such as, but not limited to, catastrophe, power failure or transients, over voltage on interface, environmental extremes, improper use, maintenance and application of the goods, or use of unauthorized parts or unauthorized repair.

CyberTouch | OEM does not warrant the merchantability of the goods or their fitness for any particular purpose. CyberTouch | OEM makes no warranty with respect to any goods that are not manufactured by CyberTouch | OEM or manufactured specifically for resale by CyberTouch | OEM. CyberTouch | OEM makes no warranty express or implied, other than those specifically set forth herein.