

## Terms and Conditions

CyberTouch is committed to provide quality products to our customers. In the event you are experiencing problems with your CyberTouch product, these guidelines provide you information for contacting CyberTouch's Technical Support, and if needed, getting a Return Material Authorization number for the CyberTouch 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: 800-958-4321 x 4140  
805-499-5000 x 4140

In the case of a defective or D.O.A. product(s), no charges will apply. Our Technical Support department must be notified within 30 days of the invoice date if there are any problems with any items(s) upon receipt. Defective or D.O.A. merchandise will be repaired and returned, or exchanged for the same make and model, or for a product of equal value.

If the product is still under its original or extended warranty you may request an Return Material Authorization (RMA) either

via e-mail at: [rma@cybertouch.com](mailto:rma@cybertouch.com)  
Or via phone: 800-958-4321 x 5230  
805-499-5000 x 5230



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.
- 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 sales administration to obtain a Return Material Authorization. Please have the part number (s), serial number (s) and trouble statement ready when calling.
- CyberTouch will fax or email the Return Material Authorization and detailed shipping instructions.
- 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.

CyberTouch will pay for the shipment of the repaired/replaced product back to the you

- All returns should be properly packaged to minimize shipping damage and allow for effective defect analysis. Product should be returned in CyberTouch 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. 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 shall be free from defects in material and workmanship for a period of one (1) year from the date of invoice unless otherwise specified in CyberTouch's product warranty.

Customer shall promptly advise CyberTouch of any defect in goods and request a Return Material Authorization prior to the product's return to CyberTouch. Please see Terms and Conditions for details.

Customer shall bear the expense of shipping and insurance of the defective goods to CyberTouch and CyberTouch 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 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 does not warrant the merchantability of the goods or their fitness for any particular purpose. CyberTouch makes no warranty with respect to any goods that are not manufactured by CyberTouch or manufactured specifically for resale by CyberTouch. CyberTouch makes no warranty express or implied, other than those specifically set forth herein.

In no event shall CyberTouch be liable for any consequential damage or damages of any kind or nature alleged to have resulted from any breach of warranty.

