CyberTouch

TERMS AND CONDITIONS

CyberTouch is committed to providing quality products to our customers. In the event that you are experiencing problems with your CyberTouch product(s) this guideline will provide information for contacting CyberTouch's Technical Support and if needed, obtaining a Return Material Authorization number for the CyberTouch product.

If you have purchased CyberTouch hardware or CyberTouch software, and experience any related issues, contact our technical support team:

>   via email: techsupport@cybertouch.com
>   via phone: 805.499.5000 x 5220

If the product is still under its original warranty you may request a Return Material Authorization (RMA) to Michelle Kay:

>   via email: accouting@cybertouch.com
>   via phone: 805.499.5000 x 5230

Please note the following exclusions:

- o Improper Use
- o Accident, abuse, neglect, fire lighting, water or other acts of nature
- o Improper installation or removal
- o Unauthorized repair; modification or damage through misuse; or by subsequent manufacturing or integration processes not approved by CyberTouch OEM
- o External product damage; including field damage
- o Unit(s) damaged in returns process

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In order to obtain a Return Material Authorization (RMA) Number:

Please note: Custom-made items are not eligible for returns.

1.) Prior to returning the product, please email accouting@cybertouch.com or call 805.499.5000 x 5230 to obtain a Return Material Authorization. Please include part number(s), serial number(s) and date code(s) along with any relative supplemental information.

2.) CyberTouch will email a corresponding RMA number and detailed shipping instructions, please note: sender is responsible for return shipping.

3.) Once issued, the generated RMA number is valid for 15 days.

General Shipping Instructions:

1.) Please send to: 853 Lawrence Drive, Newbury Park CA 91320

2.) Label all boxes clearly with Return Material Authorization Number. Returns without a RMA number clearly marked on shipping boxes will not be accepted.

3.) Special attention must be paid to the proper packaging of CyberTouch products to minimize shipping damage and allow for effective defect analysis. If you are shipping a monitor, please be sure to remove the base and placed separately in the box with the monitor. If a mount is attached to a monitor it must be removed before the shipment of the product back to CyberTouch. Products that were improperly shipped potentially damaging the product will be documented and refused.

Please note: If you have a Touch Wall or Touch Table installed onsite and unable to ship - CyberTouch technicians are able to travel for an onsite repair. Please email a@cybertouch.com or call 805.499.5000 x 4140 for more information.