

Standard Warranty

QFRM - 0030

TOUCH DYNAMIC STANDARD WARRANTY

The Touch Dynamic standard warranty is applicable to the following Touch Dynamic products, hereby referred to as

Touch Dynamic Products:

3 year Warranty:

Breeze All In One, Pulse All In One, Breeze *Performance* All In One, Breeze 185 All In One, Acrobat All In One, QK10 All In One, Saturn All In One, Orion *Performance* PC, Saturn DV PC, Breeze Touch Monitor, EC150 Touch Monitor.

1 year Warranty:

Quest Tablet, Quest Premium Dock and DT-07 Tablet

- A. Touch Dynamic warrants the above Touch Dynamic Products to be defect free in regards to materials and workmanship and will replace any defective Touch Dynamic PC Product within the first 60 days from the original date of invoice. Touch Dynamic will repair any defective Touch Dynamic Product under warranty for the specified year (s) of that warranty from the original invoice date. Any Touch Dynamic product that is replaced under warranty is covered for the remaining warranty period from the original invoice date, not from the date of replacement.
- B. As a condition to the obligation of Touch Dynamic to repair or replace such product, the product must be returned to Touch Dynamic along with a Touch Dynamic Issued RMA Number.
- C. Touch Dynamic shall use reasonable efforts to repair or replace any Touch Dynamic product covered by the warranty within fifteen (15) business days of receipt of returned damaged/defective device. In the event that the repair or replacement shall require more than (15) business days, Touch Dynamic shall notify the customer.
- D. Excluded from in warranty coverage are the following:
- Touch Dynamic Products that have exceeded the length of the original warranty that was purchased at time of sale.
 - Touch Dynamic Products with damage as a result of intentional or unintentional misuse and/or abuse.
 - Touch Dynamic Products with damage to product as a result of connection to improper power sources.
 - Touch Dynamic Products with missing, defaced, modified or altered Serial Number Label.
 - Touch Dynamic Products with damage caused by operation/storage of product outside its environmental specifications. (See Touch Dynamic specification sheets) This includes, but is not limited to, excessive heat and exposure to liquids.
 - Touch Dynamic Products with damage due to improper packaging, handling or shipment of product by the licensee and/or their agents.
 - Any costs incurred in shipping the product to the Touch Dynamic Service Center for repair or replacement.
 - Any cosmetic damage not effecting the operation of the product
- E. Repairs made to equipment outside of warranty will be charged to the customer.

Standard Warranty

QFRM - 0030

- Labor flat rate is \$105 per RMA plus any additional parts. (Part cost are reflected on the Touch Dynamic Parts Price list)
- Customer will be provided the charges in advance for approval and customer will be asked for the method of payment for repairs.
- Parts carry a 60 day warranty.

TOUCH DYNAMIC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WHETHER OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR USE, EXCEPT AS EXPRESSLY SET FORTH HEREIN. THE SOLE OBLIGATION OF TOUCH DYNAMIC UNDER THIS LIMITED WARRANTY SHALL BE TO REPAIR OR REPLACE THE COVERED PRODUCT, IN ACCORDANCE WITH THE TERMS SET FORTH HEREIN. TOUCH DYNAMIC EXPRESSLY DISCLAIMS ANY LOST PROFITS, GENERAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES WHICH MAY RESULT FROM BREACH OF ANY WARRANTY, AND ARISING OUT OF THE USE OR INABILITY TO USE ANY TOUCH DYNAMIC PRODUCT. ANY WARRANTIES WHICH ARE IMPLIED AND WHICH CANNOT BE DISCLAIMED SHALL BE LIMITED IN DURATION TO A TERM ON ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE OF THE WARRANTY UNTIL SUCH TIME AS THIS WARRANTY IS RENEWED.

Touch Dynamic reserves the right to modify or discontinue, without prior notice, any Touch Dynamic product model or version.

NOTE: This warranty is valid to North American customers who have purchased this product from Touch Dynamic or from an Authorized Touch Dynamic Reseller in the U.S.A., Canada or Mexico.

Distribution / Service locations:

Touch Dynamic Inc.
17 Camptown Rd.
Irvington, NJ 07111

Touch Dynamic Inc.
6630 Roxburgh Drive, Suite 140
Houston, TX 77041

Touch Dynamic Inc.
25599 SW 95th Ave, Suite H
Wilsonville, OR 97070

Touch Dynamic Inc.
20904 Sheridan Street
Pembroke Pines, Florida 33332

You can request or submit an RMA request via:

Website; <http://www.touchdynamic.com/support/rma-request/>

Email; support@touchdynamic.com

Call support 888-508-6824

Standard Warranty

QFRM - 0030

You will need to put the RMA # on the box so we will know what it is for. RMA#'s must be set up before returning or doing any work.

If you request an advanced exchange part you will be required to provide a form of payment which will be credited when you return the defective part. ***But please note if a unit is sent in with serial number out of warranty, the RMA will be charged the \$105.00 labor fee if the repair is denied.*** Our support department will let you know if the equipment is in or out of warranty when you request an RMA#.