



TOUCH DYNAMIC 3 YEAR WARRANTY

The Touch Dynamic standard 3 year warranty is applicable to the following Touch Dynamic products, hereby referred to as Touch Dynamic PC Products: Breeze All In One, Pulse All In One, Breeze Performance All In One, Saturn All in One, Orion Performance PC, Saturn DC, Jupiter PC, Breeze Touch Monitors, EC150 Touch Monitors.

A. Touch Dynamic warrants these Touch Dynamic PC Products to be free from defects in materials and workmanship for a period of three(3) year from the date of purchase. Touch Dynamic will replace any defective Touch Dynamic PC Products within the first 60 days from original invoice date. After 60 days from the original invoice date, Touch Dynamic will repair any defective Touch Dynamic PC Product as in warranty for up to (3) year from the original invoice date. Any device that is replaced under warranty is covered for the remaining warranty period from the date of original purchase, and 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 PC 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 PC Products older than 3 years from the original invoice date
- Touch Dynamic PC Products with damage as a result of intentional or unintentional misuse and/or abuse
- Touch Dynamic PC Products with damage to product as a result of connection to improper power sources
- Touch Dynamic PC Products with missing, defaced, modified or altered Serial Number Label
- Touch Dynamic PC Products with damage caused by operation/storage of product outside its environmental specifications, Touch Dynamic specification sheet. This includes, but is not limited to, excessive heat and exposure to liquids.
- Touch Dynamic PC 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. Labor is \$105 per hour (one hour minimum); parts cost is 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 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.

Either party may terminate this agreement by 30 day written notice. 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.

Our four service facilities are:

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

Touch Dynamic Inc.
10643 Haddington, Suite 200 A
Houston, TX 77043

Touch Dynamic Inc.
14937 SW Tualatin-Sherwood Road, Suite 305
Tualatin, Oregon 97140

Touch Dynamic Inc.
3110 W 84th St, Unit 2
Hialeah, FL 33018

You can submit an RMA request on;
- our website <http://www.touchdynamic.com/rma.aspx>
-email; support@touchdynamic.com
-or call support 888-508-6824

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 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#.

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