
TSItouch Warranty Service

Definitions

“You” and “Your” indicates the purchaser of this product. “We”, “Us”, and “Our” indicate TSItouch, Inc (TSItouch) the issuing manufacturer.

Warranty Service – Monitors

Whenever possible, TSItouch attempts to repair defective displays rather than replace them. Our commercial monitors have an advanced replacement program with the appropriate return collateral when specified in the original purchase order. Our Technical Support Service is available Monday – Friday (8:00 am – 4:30 pm EST). We can be reached via email at support@tsitouch.com. We can be reached via telephone at (802) 874-0123. We can be reached via fax at (703) 991-8770.

Dead on Arrival (DOA) Warranty Repair

On a rare occasion, a newly purchased TSItouch monitor is delivered in non-working order. We work diligently to avoid these situations but, unfortunately, these situations do arise from time to time. Within the first 30 days of purchase, should you experience an issue with your new monitor, contact TSItouch for a return authorization for replacement by calling Technical Support at (802) 874-0123. TSItouch will be responsible for all freight costs associated with a DOA unit.

Standard Warranty Repair

TSItouch will repair or replace the defective commercial monitor. All terms and conditions of the standard limited warranty contained in TSItouch Terms and Conditions apply. If you do not have a copy of TSItouch Terms and Conditions, please contact your sales representative.

Contact our support team via email at support@tsitouch.com, telephone at (802) 874-0123 or fax at (703) 991- 8770.

- TSItouch will provide a Return Material Authorization (RMA) form to the customer.
- The customer will submit the completed Return Material Authorization to TSItouch.
- TSItouch will provide an RMA number on the form and return the completed form to the customer. In the unlikely event of multiple failed units, each unit will require a separate RMA.
- The customer returns the failed unit with a copy of the RMA to: TSItouch, One Millennium Drive, Suite 3, Uniontown, PA 15401. The customer is responsible for the freight of the unit being returned.
- It is the responsibility of the customer to properly package the return product and ship it to the address provided. Please note that the customer will be held solely responsible for return unit shipping damage.
- Remove and retain any accessory items, cables, manuals and options. TSItouch will not be responsible for hardware sent in with a failed unit.
- The RMA number must be prominently displayed. Failure to obtain an authorized RMA number or to clearly label the return product may result in the refusal of the shipment.
- Upon receipt of the failed unit TSItouch will repair or replace the defective unit.

- TSItouch will ship the repaired or the replacement unit to the customer via commercial carrier ground.
- TSItouch will be responsible for the replacement freight.
- The replacement product will take on the remainder of your original product's warranty.
- TSItouch strives to keep our repair times to a minimum (on average 5 business days upon receipt, excluding the necessary shipping time).

If it is deemed un-repairable, TSItouch reserves the right to replace the product with a "like new" refurbished product that is comparable to the defective product. The replacement product will take on the remainder of your original product's warranty or 90 days whichever is greater.

Advanced Replacement Option

TSItouch will replace the defective monitor using our Advanced Replacement (AR) Program if purchased. All terms and conditions of the standard limited warranty contained in TSItouch Terms and Conditions apply. If you do not have a copy of TSItouch Terms and Conditions, please contact your sales representative.

Contact our Support team via email at support@tsitouch.com, telephone at (802) 874-0123 or fax at (703) 991-8770.

- TSItouch will provide a Return Material Authorization (RMA) form to the customer.
- The customer will submit the completed Return Material Authorization to TSItouch.
- TSItouch will provide an RMA number on the form and return the completed form to the customer. In the unlikely event of multiple failed units, each unit will require a separate RMA.
- TSItouch will ship a replacement unit to the customer via commercial carrier ground. If AR Program has been purchased, the replacement unit will be shipped via Overnight Freight Service. TSItouch will be responsible for the advanced replacement freight
- The customer will have 21 calendar days from the date of shipment of the replacement unit to return the failed unit to: TSItouch, One Millennium Drive, Suite 3, Uniontown, PA 15401. The customer is responsible for the freight of the unit being returned. If the AR Program has been purchased, TSItouch will be responsible for the freight of the unit being returned.
- Remove and retain any accessory items, cables, manuals and options. TSItouch will not be responsible for hardware sent in with an exchanged unit
- It is the responsibility of the customer to properly package the return product and ship it to the address provided. Please note that the customer will be held solely responsible for return unit shipping damage in the event the unit being returned is not properly packaged.
- The RMA number must be prominently displayed. Failure to obtain an authorized RMA number or to clearly label the return product may result in the refusal of the shipment.
- The replacement product will take on the remainder of your original product's warranty.

TSItouch reserves the right to replace the product with a "like new" refurbished product that is comparable to the defective product. The replacement product will take on the remainder of your original product's warranty.



Warranty Service – Videowall Touchscreens

Videowall Touchscreen warranty duration is that which is offered by the Original Equipment Manufacturer (OEM) of the touch screen electronic components. If you are having problems with your videowall touchscreen contact TSItouch at email support@tsitouch.com, telephone at (802) 874-0123 or fax at (703) 991- 8770. We will attempt to resolve your problem via remote support. If the problem cannot be solved via remote support and the touchscreen is still under warranty, we will dispatch technicians to your site to either repair or replace the defective touchscreen. If at time of service, if the service technician determines the touchscreen has been damaged for any reason the customer will be charged for the visit.

Out-of-Warranty Service

TSItouch continues to service the product we sell after the warranty expires. In the event that a product fails outside of the warranty period, contact support@tsitouch.com, telephone at (802) 874-0123 or fax at (703) 991- 8770 and we will provide you with the repair options available to you.