

KEYTEC, INC. RETURN POLICY AND WARRANTY

The following policies apply to all the products purchased directly from KEYTEC.

1. Return Policy:

1.1. Return for refund, credit or exchange:

1.1.1. Products must be returned in resell-able condition without damage. Shipping/handling charges are not refundable. Product must be returned in original package with sufficient protection, freight prepaid and insured. KEYTEC is not responsible for the products returned with shipping damage.

1.1.2. Refurbish and restocking fee may apply on missing or damaged parts.

1.1.3. Certain products may be returned within 30 days of purchase subject to restocking fee. No returns and Exchange will be accepted after 30 days.

1.1.4. Must contact KEYTEC'S RMA Dept. to obtain a RMA (Return Merchandise Authorization) number before returning the product.

1.1.5. Custom design products, non-stock products and products of special orders cannot be returned.

1.1.6. 10% restocking fee for touch monitor (KTSC & KTLC) and OPTIR Touch finished assembly or framed segments or components within 30 days of shipping date.

1.1.7. \$10 restocking fee for each add-on (KTMT), each built-in (KTT), each View Touch (KTVT) within 30 days of shipping date.

1.2. Return for repair or replacement:

1.2.1. Defective products may be returned for repair or replacement.

1.2.2. Must first contact KEYTEC'S Tech Support Department for troubleshooting.

1.2.3. If Tech Support has determined the product is defective, a RMA number will be issued for returning the product. The product must be returned within 10 days after a RMA number is issued.

1.2.4. The product must be returned in original package with freight prepaid and insured.

1.2.5 If the defective product is under warranty, KEYTEC will repair or replace the product at free of charge.

1.2.6. If the defective product is out of warranty, the customer needs to be responsible for the repair/ replace cost and the shipping freight for both ways.

2. Warranty Policy:

2.1. KEYTEC warrants its product against defects in functions, materials and workmanship for the period of warranty with exception on certain parts.

2.2. **Touch screen panel (sensor) and Accessories:** KEYTEC will supply, at no charge, new or a rebuilt sensor in exchange of the defective one for a period of **one year** from the date of purchase. For additional **two more years**, KEYTEC will repair the defective sensor with no labor charge - if it is repairable.

2.3. **Touch screen controller:** KEYTEC will supply, at no charge, new or rebuilt replacements in exchange of defective parts for a period of **three years** from the date of purchase.

2.4. **CRT monitor:** KEYTEC will supply, at no charge, new or rebuilt replacements in exchange of defective parts for a period of **three years** from the date of purchase.

2.5. **Desktop LCD monitor:** KEYTEC will supply, at no charge, new or rebuilt replacements in exchange of defective parts for a period of **three years** from the date of purchase. **Open Frame LCD** monitor is covered for **one year** parts and labor.

2.6. **View Touch:** KEYTEC will supply, at no charge, new or rebuilt replacements in exchange of defective parts for a period of **one year** from the date of purchase.

2.7. **OPTIR Touch:** KEYTEC will supply, at no charge, new or rebuilt replacements in exchange of defective **IR transmitter/receiver** parts for a period of **five years** from the date of purchase. Power adapter, cable, frame and any other accessories are covered by one-year warranty from the date of purchase.

3. How to obtain Warranty services:

3.1. You must first notify KEYTEC'S technical support dept. by sending e-mail to tech@magictouch.com or calling 972-272-7555 or sending a fax to 972-272-7501 to report the problem.

3.2. If the technical support personnel has determined that your Magic Touch product needs to be serviced, you will

be given a RMA# (Return Merchandise Authorization Number) for sending your product in for service.

3.3. You must ship the product freight prepaid in the original package or package with equal degree of protection to the authorized service station as instructed by technical support department. The RMA# must be clearly marked on the shipping label and your return address must be included.

3.4. If the product is out of the warranty, you will be quoted for the replacement or repair cost. No work will be performed until your approval on all the charges is confirmed.

4. What's Not Covered by Warranty:

4.1. Products that have been previously altered, repaired or serviced by unauthorized personnel.

4.2. Serial number on the products has been altered or removed.

4.3. Cosmetic damages and physical damages. Damages due to improper installation, operation or connection to improper voltage supply.

4.4. Any damages due to misuses, abuses, negligence, unauthorized modifications, accidents and acts of God.

4.5. Those products which were sold AS IS or WITH ALL FAULTS.

5. Shipping Damage:

5.1. Customer must report shipping damage immediately upon receiving the product.

5.1.1. If the product is shipped directly from KEYTEC, please report the damage to KEYTEC.

5.1.2. If the product is shipped by another shipper other than KEYTEC (for example: shipped by a reseller), the recipient must report the damage to the shipper and the shipper should be responsible for filing the claim with the shipping company.

6. Tech Support and Driver Upgrade:

KEYTEC will provide life-time free tech support and driver updates.

7. Disclaimer:

All the published material including price list is subject to change without notice. KEYTEC assumes no responsibility for errors or omissions. Nor are any liability assumed for any damages from the use of KEYTEC'S product and published information.

Note: When you place a purchase order with KEYTEC, that means you have read, understood and agreed to the above-mentioned policy.