

Warranty and Service Policy

General Touch is obligated to provide the following warranty repairs and services . For special warranty agreements, official authorized documents in written form are necessary. Any agreement in non-written form is regarded as an unauthorized warranty and won't be accepted by General Touch.

Remark: General Touch Co., Ltd is referred to as General Touch

● General Principles

Warranty repair period guaranteed by General Touch for different products is as below:

Product Group	Product Description		Warranty Period
Touchscreen Components	SAW technology		5 years
	PCAP technology		3 years
	FOG/Touch film/Touch glass		6 months
Touch Monitor	Flat	Not High TNI & High Brightness	3 years
		High TNI & High Brightness	1 year
	Curved		1 year
Touchscreen Computer	With or without touch function		2 years
Touch & Display Kits	Touchscreen and LCD panel bonding together		1 year

*Table 1

General Touch has several different warranty processes depending on the shipment date of products: **Warranty Replacement, Warranty Repair and Out-of-Warranty Repair Services**. Please check the appropriate warranty policy according to your situation.

Remark:

- I. The shipping date of General Touch products is the starting date of the warranty period.
- II. Warranty replacements are not applicable to customized products, free samples and special price products.
- III. General Touch is not obligated to provide warranty replacements or warranty repair services for goods ordered wrongly.
- IV. The warranty is based on the contractual agreement. If there are special warranty clauses.
- V. General Touch is under no obligation to provide services in following situations:
 1. The model number or serial number on the General Touch's label cannot be clearly identified.
 2. Physical damages, including but not limited to damages of communication cable on the touch panel, damages of transducers, controllers out of shape, depressed or

cracked.

3. Unauthorized disassembling, repair or modification of the products.
4. Any defect caused by improper storage or unsuitable operating environment, including but not limited to rust resulting from humid environment or any damage resulting from excessive operating voltage, etc.
5. Any defect caused by misuse or improper operation of products.
6. Damage or loss of General Touch's products because of natural disaster (such as earthquake, fire or flood), social unrest or governmental policies etc.
7. Fail to provide a suitable operating environment for the products, including hardware and software.

● **RMA (Returned Material Authorization)**

Products returned to General Touch must obtain a valid RMA number. Purchasers can apply for a valid RMA number via emailing us at service@generaltouch.com or contacting technical support engineers, sales engineers to request replacement or repair. Any product returned without a valid RMA number will be rejected or returned to the sender.

Requirements:

- I. The RMA number must be shown on the outside of the returned packaging cartons.
- II. Returned products (components) including quantity must accord with the list specified on the original RMA sheet. General Touch has the rights to reject or ship back to the sender for any unauthorized products.
- III. Provide a detailed, written account of defects.
- IV. Other descriptions needed by General Touch.

Remark:

- I. Authorized RMA numbers will expire in 40 days after they are issued.
- II. Any returned product which is not applicable for warranty replacement, warranty repair even return for credit after evaluation will be returned to the sender at the sender's expense.
- III. To avoid unnecessary damages, please separate monitors from detachable stands if any for shipment. Controllers must be sent in anti-static bags, otherwise they will be considered damaged and shipped back to the sender.
- IV. Generally, General Touch only assumes the expense of ocean/land carriage. Purchasers need pay for the expense if expedited shipment is required.
- V. General Touch is not responsible for any damage or loss of products during transportation.

● Warranty Replacement

Warranty replacement will be provided if purchasers notify General Touch that the product is defective after appearance and performance evaluation in accord with General Touch's standard operation criterion within the first 30 days of the warranty period. The warranty period starts from the shipping date.

Warranty Replacement Flow:

- I. Purchasers apply for the warranty replacement.
- II. General Touch's customer service department issues RMA number for standard products applicable for warranty replacement policy and purchasers ship the defective products back to General Touch.
- III. General Touch sends the replacement to purchasers and purchasers will be charged via bank account or credit card for the new unit. A full refund will be issued once General Touch receives the original unit. General Touch has the right not to replace them if the products are not applicable for replacement policy after evaluation.

Remark:

- I. General Touch assumes the freight charge come-and-go between Chengdu and purchaser's local city. General Touch has the right to choose freight agency.
- II. Products returned for warranty replacement must be with the original package or else packaging materials will be charged.

● Warranty Repair

Warranty repair will be provided if purchasers notify General Touch that the product is defective after appearance and performance evaluation in accord with General Touch's standard operation criterion within the warranty period. The warranty period starts from the shipping date.

Warranty Repair Flow:

- I. Purchasers apply for warranty repair.
- II. General Touch Customer Service Department issues RMA number for products applicable for warranty repair policy.
- III. Purchasers ship the defective parts back to General Touch for repair at their own expense.
- IV. Once the defective products are received, General Touch will repair them within 14 work days for international RMA (Except Chinese mainland) or 7 workdays for Chinese mainland RMA, then ship them back to the purchasers at General Touch's expense.

Remark:

General Touch is not obligated to provide any temporary replacement during the repair period.

● Out-of-Warranty Repair Services

General Touch will charge for out-of-warranty repair services according to general principles.

Out-of-Warranty Repair Flow:

- I. Purchasers apply for out-of-warranty repair.
- II. General Touch's Customer Service Department issues RMA number.
- III. Purchaser ship the defective products back to General Touch for repair at their own expense.
- IV. Once defective products are received, General Touch will repair them within 14 work days for international RMA (except Chinese mainland) and 7 work days for Chinese mainland RMA, then ship them back to the purchasers at the purchasers' expense.

Remark:

- I. Customers should prepay the costs of maintenance according to General Touch's quotation or else the products would be returned to the customer as is.
- II. Customers should assume the freight charge come-and-go between Chengdu and customers' local city including ground freight.
- III. The main new components used on the out-of-warranty products possess a warranty repair service of 3 months.
- IV. General Touch is not obliged to guarantee the repair of out-of-warranty products if the lack of spare parts is due to the discontinuation of raw materials.

The final explanation right of all above clauses belongs to General Touch Co., Ltd. General Touch reserves the rights to modify any of the above clauses without any notification in advance.