



TOUCHIT LED 3 YEAR ON SITE WARRANTY - TOTAL PEACE OF MIND



3 YEAR ON SITE WARRANTY

Scope of Warranty

TouchIT Technologies will provide break-fix repairs for TouchIT LED range of products including the Fusion at a customer's location in Continental USA & Canada.

TouchIT Technologies will be responsible for de-attaching LED from wall/stand, swapping out bad parts with working ones, re-assembling and hooking LED back onto wall bracket. TouchIT Technologies will test to ensure unit is in good working order.

Assumptions

- TouchIT Technologies is responsible for sending replacement parts to end-user location in advance
- On-site technicians do not fault find, they replace parts. Diagnosis of a problem will be done over the phone/ email by TouchIT Technologies before a site visit takes place.
- For units over 46 inches, End-customer is responsible for providing a "helper" for de-installation and re-installation of LED when needed. (Lifting the LED unit)
- TouchIT will provide first level over the phone technical support to qualify if an onsite technician is needed.
- Response time for repair is on average 48 hours after receiving confirmation that parts are at customer site.
- TouchIT Technologies will require the following information from the customer to get a service call started
 - Site contact name, company name, address, and telephone number
- TouchIT Technologies is not responsible for any damages caused during repair.

The Process

1. Customer contacts TouchIT Technologies via phone, email, web-support to report a problem.
2. TouchIT Technologies in conjunction with the customer will diagnose the problem and which parts are required to be repaired.
3. TouchIT Technologies will despatch the replacement parts to the customer directly.
4. Once parts have been received, TouchIT Technologies, or its agent will contact the customer to arrange a time for the repair / part replacement to take place.
5. On site repair takes place.

This process from start to finish should take 1 week or less.

Warranty is valid for 3 years from date of purchase.



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