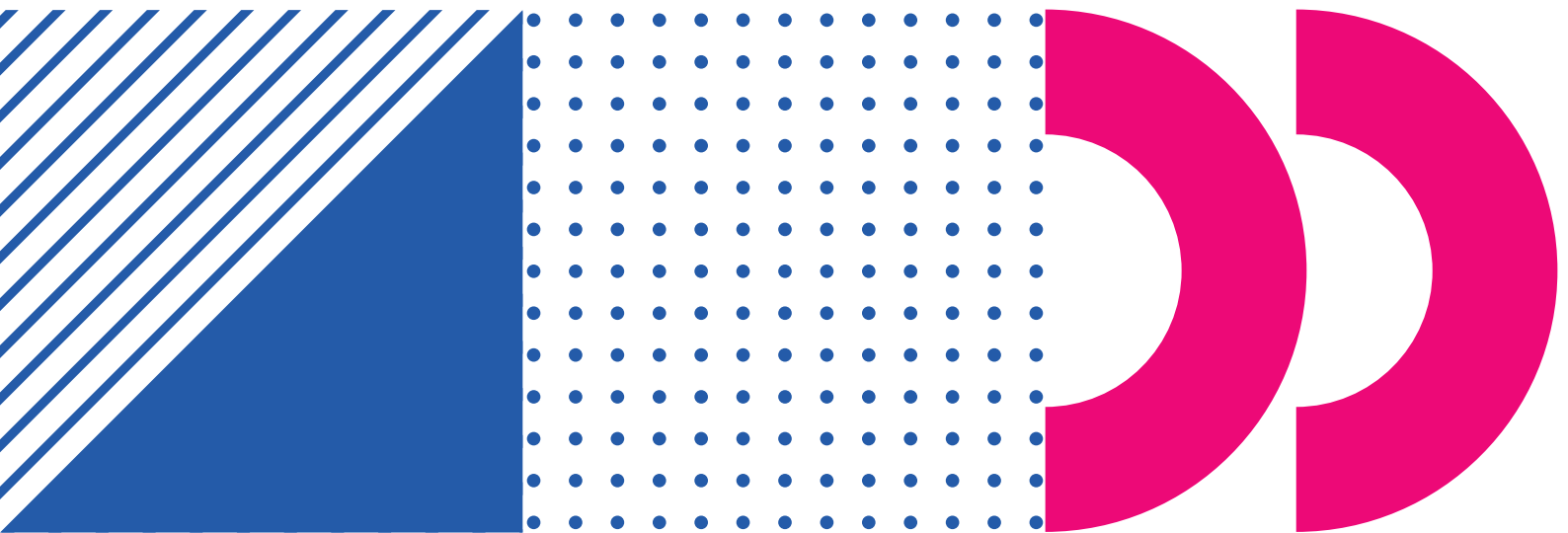


tutortouch Interactive Panels Warranty Terms & Conditions
Version 1.0, December 2024



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I. General Provisions

1. The warranties provided by tutortouch apply to all purchasers of genuine tutortouch products and are enforceable globally, subject to the laws and regulations of the country or jurisdiction in which the product was purchased or used.
2. The standard warranty periods are as follows:
 - o **Interactive Panels:** 2 (two) years from the date of delivery or installation.
 - o **Accessories (mobile stand and height-adjustable stand):** 2 (two) years from the date of delivery or installation.
 - o **PC/OPS Unit:** 1 (one) year from the date of delivery or installation.
3. Warranties are non-transferable and apply solely to the original purchaser of the product.

II. Warranty Service Levels

1. Remote Support:

- o Customers must contact the tutortouch Support Team for initial diagnostics.
- o If the issue can be resolved remotely, technical assistance will be provided.
- o If remote resolution is not possible, on-site support will be arranged within 7 (seven) working days, subject to regional availability.

2. On-Site Support:

- o For hardware defects that cannot be resolved remotely, tutortouch will dispatch a technician to repair or replace the defective unit, where on-site support services are available.
- o Replacement products, if provided, will carry the remaining warranty period of the original product.

2. Return for Repair:

- o Customers may be required to return defective products to tutortouch for inspection and repair.
- o Shipping costs may be covered by tutortouch, depending on the warranty terms applicable in the region.

2. Out-of-Warranty Support:

- o For products no longer under warranty, tutortouch reserves the right to determine whether software or hardware support will be provided.
- o Costs for spare parts, shipping, and technician call-outs will be borne by the customer.

III. Warranty Service Levels

The warranty does not cover the following:

1. Damages resulting from improper installation, accidents, misuse, natural disasters, or unauthorized modifications.
2. Consumable components, including but not limited to cables, pens, connectors, and batteries.
3. Damages caused by the use of third-party hardware or software incompatible with tutortouch's standards.

IV. Customer Responsibilities

1. Customers must provide accurate and detailed information regarding product faults and cooperate with the tutortouch Support Team during diagnostics.
2. Products returned for repair must be securely packaged to prevent further damage during transit.
3. Customers are required to remove all personal data and third-party devices from products prior to service. tutortouch shall not be held liable for the loss or recovery of data or devices.

V. Activation of Warranties

1. Warranties are automatically activated upon the delivery or installation of the product.
2. Customers must retain proof of purchase and installation to validate claims for warranty services.

VI. Legal Terms

1. This warranty provides specific legal rights, which may vary depending on the laws and regulations of the country or jurisdiction in which the product is purchased or used.
2. tutortouch's liability under this warranty is strictly limited to the original purchase price of the product.
3. This document constitutes the entire warranty agreement and supersedes all prior agreements, understandings, or representations, whether written or oral.

VII. Warranty Service Levels

1. Unauthorized Repairs or Alterations:
 - o Any attempt to repair or alter the product by unauthorized personnel will void the warranty.
 - o tutortouch reserves the right to inspect the product and determine whether repairs have been attempted by unauthorized parties.
2. Limitation of Liability:
 - o Under no circumstances shall tutortouch be liable for any indirect, incidental, consequential, or punitive damages arising out of or related to the use or inability to use the product.
 - o tutortouch's liability is strictly limited to the repair or replacement of the defective product under warranty, or the original purchase price, whichever is lower.
2. Force Majeure:
 - o tutortouch shall not be held liable for delays or failure to fulfill warranty obligations due to circumstances beyond its reasonable control, including but not limited to natural disasters, acts of war, strikes, or governmental regulations.

VIII. Purchaser Communication and Support Contact Guidelines

1. Warranty Service Contact:
 - o To initiate a warranty claim or receive support, purchasers must contact tutortouch through one of the following methods:
 - Email: [Insert dedicated support email address]
 - Support Portal: [Insert URL for online support portal]
 - Telephone: [Insert dedicated support phone number with international calling capabilities]
2. Required Information:
 - o Purchasers must provide the following details when contacting tutortouch for warranty claims or support:
 - Proof of purchase (e.g., invoice or receipt).
 - Product serial number and model information.
 - A detailed description of the issue, including steps taken to troubleshoot.
3. Communication Acknowledgment:
 - o tutortouch will acknowledge receipt of warranty or support requests within 2 (two) business days.
 - o If additional information or diagnostics are required, the purchaser must cooperate promptly to avoid delays.
4. Language of Communication:
 - o All warranty and support communication must be conducted in English or another officially supported language specified by tutortouch.

IFP Serial Number(s):

OPS Unit Serial Number(s):

Warranty Expiration Date

tutortouch Rep. Signature

tutortouch Rep. Name

Date

Client Signature

Client Name

Date