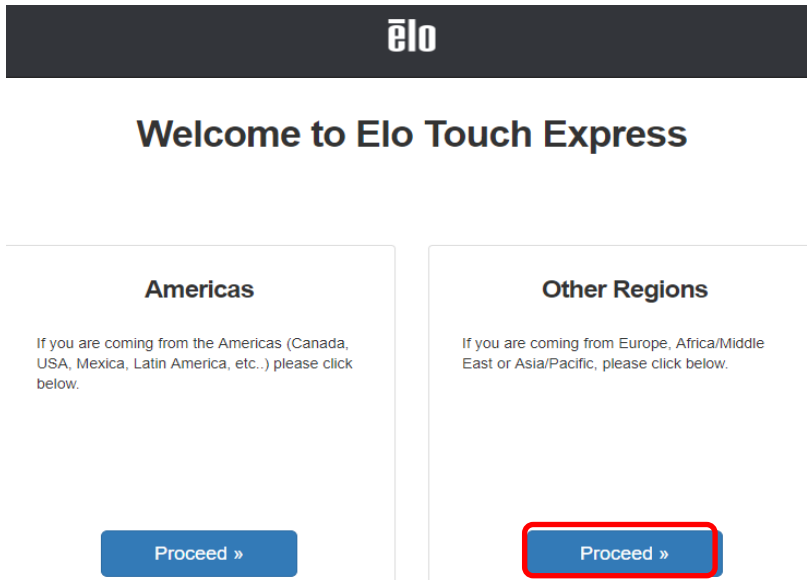


Elo Global E-Service - User Manual RMA Requests – 1st time customers

- URL

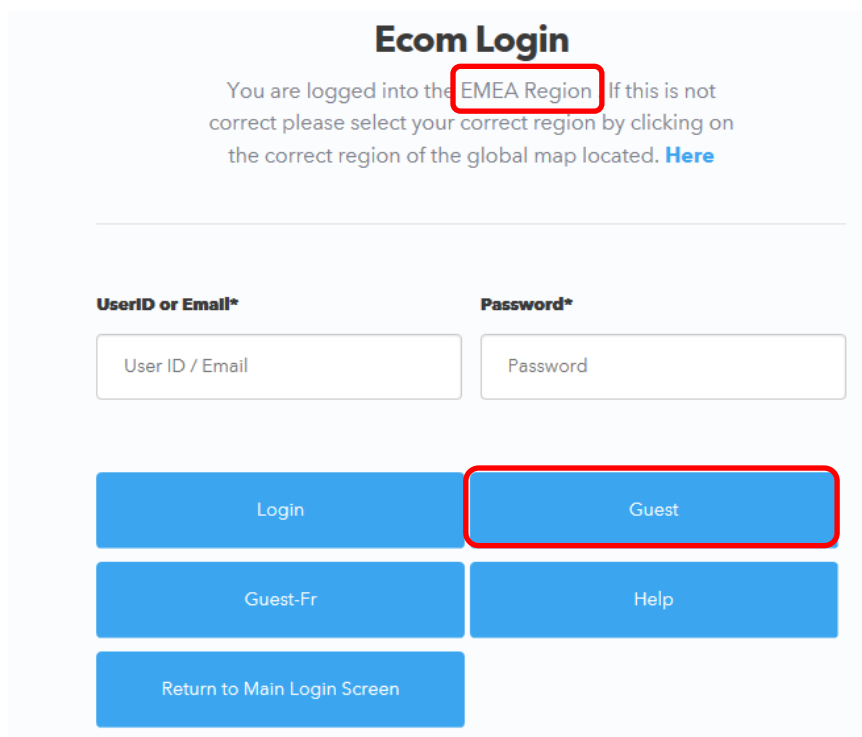
<http://elotouchexpress.com>

- Select Region Proceed in 'Other Regions'



The screenshot shows the Elo Touch Express homepage. At the top is the 'ēlo' logo. Below it is the heading 'Welcome to Elo Touch Express'. There are two main sections: 'Americas' and 'Other Regions'. The 'Americas' section includes a description and a 'Proceed »' button. The 'Other Regions' section includes a description and a 'Proceed »' button, which is highlighted with a red rectangular box.

- Login



The screenshot shows the 'Ecom Login' page. The heading is 'Ecom Login'. Below it is a message: 'You are logged into the EMEA Region. If this is not correct please select your correct region by clicking on the correct region of the global map located. [Here](#)'. There are two input fields: 'UserID or Email*' and 'Password*'. Below the input fields are four buttons: 'Login', 'Guest', 'Guest-Fr', and 'Help'. The 'Guest' button is highlighted with a red rectangular box. At the bottom, there is a button labeled 'Return to Main Login Screen'.

Please select 'Guest' when you request an RMA for the first time. UserID and Password fields remain blank.

Welcome One Time Customer - ELO (GuestEU)
Region: Europe, Middle East and Africa

Customer Service 1-800-557-1458 Home

Elo Global e-Services

RMA Request

Product Information:
» [Elo's Touch Technologies](#)
» [Why an Elo Touchmonitor?](#)
» [Enclosure Configurations](#)

Software and Kiosks:
» [Keys to a Successful Kiosk Application](#)
» [Strategies for Successful Kiosk Applications](#)
» [Touchscreen Application Tips](#)
» [Which Kiosk Type is Right for Your Application?](#)

Backgrounders:
» [Benefits of a Touch Interface](#)
» [Touchscreen Technology Changing the Face of Computers](#)
» [Guide to Choosing an Elo Touch Technology](#)
» [Display Types](#)

Technical:
» [Regulatory Agencies and Compliance Requirements](#)
» [Web Tech Tech Support Online](#) WebTechText1WebTechText2 [Tech Support](#)
» [Glossary](#)

Select 'RMA request' to enter the data of the defective unit.

Click here if you have online access to your account.
[Click here to request online access to your account \(Your account number is located on your Elo invoice\).](#)

Choose 'Accept' to continue

Return Item Entry

Begin processing your RMA by completing the required fields below highlighted in blue and marked with an asterisk.

Start Here Shipping Country*:

Type*:

Item Type*:

Material Part Number*:

Serial Number:

Click [here](#) to help me find my part and serial number

Reason For Return*:

Reason for Return Detail*:

Original Payment Method:

Invoice Number:

Add Return Item Cancel Clear all fields

1. Select country
2. Select Return for Repair
3. Select type of unit: Component - IDS module - Monitor - Touch Computer
4. Enter Material Part Number (for components only)
5. Enter Serial Number (if no component)
6. Select return reason
7. Provide additional details on the defect
8. Choose 'Add Return Item' to continue

Fields with * are mandatory

Item Return Message

! Based on your serial number request please review the search results

The material part number listed is in warranty. Please click accept to continue.

Material Number	Serial Number	Estimated Cost	Coverage Type
E012584 ET1739L-8CWA-3-NPB-G	A14C028846		In Warranty

Click [here](#) to help me find my part and serial number

By clicking on the accept button you agree to the Elo terms and conditions of this repair.
Click cancel to decline.

This screen provides information on the warranty status and coverage type of the unit.

Return Item Summary Cart

! Click Add More Items button to continue your search or add additional products. Select the Update button to make changes. Select the delete icon on the line to remove an item. Select the Cancel button to cancel this request and start over. Select the Checkout button to accept and complete the Return

Quantity	Return Details	*Repair Price
<input type="button" value="Delete"/> 1	Item: E012584 Serial: A14C028846 Description: ET1739L-8CWA-3-NPB-G Coverage Type : In Warranty User Defined Reason: Test AMH 2/9 Scrap Location: Scrap unit at repair facility	TBD

*Price includes shipment of repaired item(s) back to the customer's ship to address (Domestic only). The cost does not include shipping charges for international shipments. You will be contacted by a representative for arrangements.

Select 'Add More Items' if you want to add another defective unit to the RMA request

Select 'Checkout' to continue

Return and Repair Policy

Return Material Authorization Numbers (RMAs)

- Before a purchaser ships a product back to Elo Touch Solutions, the purchaser must obtain a valid RMA number. Boxes received without an authorized RMA Number will be shipped back.
- Authorized RMA Numbers will expire 45 days after they are issued.
- Only the Elo Touch Solutions product and quantity specified on the original RMA request can be returned with the RMA Number issued.
 - If returning additional products to Elo, a new RMA Number will be required.
 - If we receive a shipment containing products not authorized for return on that RMA Number, we will return them as is.

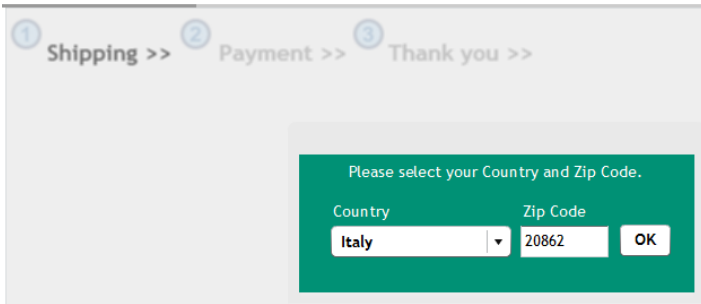
Terms and Conditions

Terms and Conditions of Sale

These terms and conditions of sale ("Terms") apply to all orders accepted and all sales made by Elo Touch Solutions, Inc. (including its subsidiaries, "Elo"), including, without limitation the sale of the Products listed in a product quotation, order acceptance or invoice issued by Elo to which these Terms are appended or which reference these Terms or any other orders of Elo Products ("Order"), unless otherwise approved by Elo in writing. "Buyer" means an entity ordering the Products from Elo or an Elo authorized distributor or reseller. Buyer and Elo shall be referred to collectively as the "parties" and each individually as a "party". 1. GENERAL: (a) The Terms constitute the sole and entire agreement between Elo and Buyer with respect to the sale of the Products and the subject matter hereof. Any term or condition in any order, purchase order, confirmation or other document furnished by Buyer or Elo which is in any way inconsistent with, or in addition to, the Terms is hereby expressly rejected, and shall be superseded by these Terms, unless signed by both parties. Buyer undertakes to purchase all Products listed in the Order by any deadline set forth therein and subject to monthly minimum order quantities set forth therein, if any. The parties agree that the governing language of a purchase of Products shall be English, unless otherwise agreed to by Elo. Elo

I have read and accept the (Return and Repair Policy) and (Terms and Conditions) . Please Check Here:

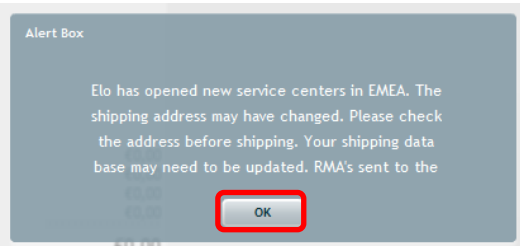
Click on checkbox to accept Return and Repair policy, and continue via 'Submit'



Enter Country and Zip Code and click 'OK'

Fill out your company's details. Fields with * are mandatory
The address entered will be the return address for the unit after repair.
Please leave the 'Province / Region' box empty as this might cause issues with the return address!

Continue with 'Next Step: Payment'



Click 'OK'

1 Shipping >>
2 Payment >>
3 Thank you >>

Order Review

Please review all items in your order

Line	Item Details	Item Price	Qty	Ext. Price
1	E012584 (View line comments) ET1739L-8CWA-3-NPB-G	€0,00	1	€0,00

€0,00

Enter any additional Order Comments Here:

Shipping/Freight Review

Please review your shipping options

Shipping Address Test Street 29 Arcore, 20862 IT	Contact Information Reference#:Test AMH Company Name:AMH Test Attn:Anne-Marie arcore@it.it +32 16 504 722	Shipping Method Standard Ground Shipment Included	Shipping Method
--	---	---	------------------------

Order Total Summary

Totaling all aspects of the Order

<i>Tax will be added to your charges if applicable</i>	Order Line Sub Total: €0,00 Tax: €0,00 Shipping/Freight: €0,00 Discount: €0,00
	Grand Total: €0,00

Process Order Now

Continue with 'Process Order Now'

Please note that there payment total is € 0.00 as the RMA request is for In Warranty repair.

1 Shipping >> 2 Payment >> 3 Thank you >>

Thank You

Review & Print For Your Records

RMA Instructions

Membership

Printable Version



Be sure to print your rma packing instructions and include with the product being returned.

PRINT

Order Review (Order Confirmation: 4000069542)

Please review all items in your order

Line	Item Details	Item Price	Qty	Ext. Price
1	E012584 (View line comments) ET1739L-8CWA-3-NPB-G	€0,00	1	€0,00

€0,00

Order Comments:

Shipping/Freight Review

Please review your shipping options

Shipping Address

Test Street 29
Arcore, 20862
IT

Contact Information

Reference#:Test AMH
Company Name:AMH Test
Attn:Anne-Marie
arcore@it.it
+32 16 504 722

Shipping Method

Standard Ground Shipment Included

Shipping Method

The RMA request is completed, and the RMA reference is provided (order number 40000xxxxx)
Please print RMA packing instructions and include with returned unit.

1 Shipping >> 2 Payment >> 3 Thank you >>

Thank You

Review & Print For Your Records

RMA Instructions

Membership

Printable Version



Become an eCommerce Member Today

One Simple Step & your Done

Starting an account with us is quick and easy. Enter a Password of your choice and click the "Sign Me Up" button. Creating an account will allow you to track your orders and place new orders/returns even quicker.

Choose a Password

Sign Me Up

As already stated above, it is recommended to create a web account in order to be able to use the same e-mail address to create future RMA requests.

Choose a password and select 'Sign Me Up'

Account Summary

Please review your account details

Congratulations! Your Elo TouchSystems' Web account has been created! To access your new Elo TouchSystems' web account simply return to the main www.elotouchexpress.com site. In the User ID field enter your email address and the password you provided.

User Id/Email	<input type="text" value="arcore@it.it"/>
Password	<input type="password"/>
Secret Question	<input type="text"/>
Secret Answer	<input type="text"/>

[Update My Profile](#)

What would you like to do now?

[Browse the product catalog](#)

[Request a Return Material Authorization](#)

[Return to the main menu](#)

[Log out, I am done](#)

With 'Update My Profile' your password can be changed. Click 'Update' after having entered the new password.

Click on 'Log out, I am done' to complete the registration.

- **Next login**

For the creation of additional RMA requests via www.elotouchexpress.com, please login with the e-mail and password saved when creating the first RMA:

UserID or Email*	Password*
<input type="text" value="User ID / Email"/>	<input type="password" value="Password"/>
Login	Guest
Guest-Fr	Help
Return to Main Login Screen	