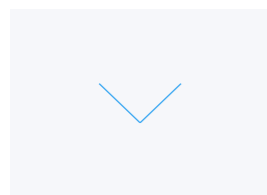




# Service Operations

**EMEA Repair** —  
**Depot Consolidation**



## Repair Depot Consolidation

**Elo has decided to reduce the number of service partners in Europe as of September 2019.**

### Why This Change

The decision to consolidate the services is based upon Elo's operational strategy to simplify their service operations within the EMEA region.

This decision is NOT based upon our service partners past repair/service performance.

This reduction in the number of service partners has no impact on Elo's Warranty Repair Terms and Conditions.



## Question

## Answer

Who will perform the Repairs within my country/region?

All Repairs will be handled by Elo's main service center CTDI Germany.

How long will it take for the repairs to be done?

Within 14 Calendar Days.

Does this change impact the Elo Warranty?

No - there is NO Change to Elo's commitment to repair our equipment that is under our Standard Warranty Terms and Conditions.

Who will notify our end-customers about this change in services?

Elo Web Portal and Customer Service will direct customers to the new Service Partner, CTDI.

Who should the customer contact if they have a question regarding repairs?

Warranty repairs inquiries and requests should always be addressed to Elo, through Elo's Global E-Service Website (<https://www.elotouch.com/support/customer-service/emea/>), and/or Elo Customer Service at +32 (0)16 704 540 or [EMEA.RMA@elotouch.com](mailto:EMEA.RMA@elotouch.com)

Is there a pricelist for out of warranty services provided by CTDI?

No. Customers will need to submit their RMA Request through CTDI's web portal (<http://www.regenersis-deutschland.de/partner/elotouch/>) An indicative list of labor fees is available – actual repair cost is provided after inspection of the defective unit.

## Terms & Conditions

# Return & Repair

**Elo commits to repair or replace units which are defective within the warranty period**

### **Warranty Repair & Replacements**

Warranty for product used in normal operation

Defects within 30 days of warranty are eligible for warranty replacement (DOA)

Defects after 30 days of warranty will be repaired

Elo does not provide loaner units

Elo does not warrant the model life of products

Physical damage is not covered by warranty

### **Return Material Authorization Number (RMA)**

Mandatory

Valid for 45 days

Only to be used for product included in RMA





## Terms & Conditions

# Return & Repair

[www.elotouch.com/support](http://www.elotouch.com/support)

### Service

**Customer Service and Sales Support** — Product selection assistance, order management and warranty info.

**E-Services Web Site** — Warranty status, request return for repair authorization (RMA), view catalog/purchase on-line, view forms and information, reset password or send feedback.

**Customer Care Form** — Comment on our products, policies, personnel, or web site.

**Worldwide Service** — Elo's global warranty program allows the purchase of our products in one location, but service near where the product is used. Use this map to select your region from our extensive network of service and repair centers.



## RMA Process

# Return & Repair

### In Warranty

Request RMA reference via Elo's E-commerce web portal:

[www.elotouchexpress.com](http://www.elotouchexpress.com)

Contact Elo Customer Service

- EMEA.RMA@elotouch.com
- +32 (0)16 70 45 40

### Out of Warranty

Request RMA via ASP

For Israel – Russia – India – South Africa – UAE – Turkey:

Contact Details:

<https://www.elotouch.com/support/worldwide-service/>

For all other countries:

Request RMA via CTDI web portal:

<http://www.regenersis-deutschland.de/partner/elotouch/>

- Contact CTDI Customer Service  
Elo-TouchSolutions@ctdi.com  
+49 (0)5207 9290 400

**All Out of Warranty repairs are billable repairs: flat fee vs. actual cost**

## DOA Process

# Return & Repair

### **"Dead on Arrival"**

Product defective within the first 30 days of the warranty

In case sold to distributor: within first 90 days of the warranty

Advance Replacement with new unit

Contact Elo Customer Service

- [EMEA.RMA@elotouch.com](mailto:EMEA.RMA@elotouch.com)
- +32 (0)16 70 45 40

DOA reference and Pick-up label for defective product

Not via Elo E-commerce web portal!

