

***Affected Product: Touch Screens and Electronics***

**Touch Screens and Electronics Warranty Guidelines**

**3M Touch Systems is committed to providing quality product to our customers. In the event you are experiencing problems with your product, these guidelines provide you with information for contacting our various Technical Support teams or Customer Service and, if needed, getting a Return Material Authorization number for the product.**

These guidelines cover warranty returns for **all touch screens and electronic products** sold by 3M Touch Systems. For further details on 3M Touch Systems warranty, see our Terms and Conditions. If there is a conflict between these guidelines and our Terms and Conditions, the Terms and Conditions govern.

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**Note:** These guidelines cover only touch screens and electronic products

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If you are experiencing trouble with your Monitor, [click here](#).

**Warranty Coverage**

- The Product must be determined to be out of specification by our Technical Support or Customer Service Teams.
- The warranty period must not be expired. For information on Warranty Periods for specific products, [click here](#).
- None of the following exclusions apply:
  1. Improper use
  2. Accident, abuse, neglect, fire, lighting, water or other acts of nature
  3. Unauthorized repair; modification or damage through misuse; or subsequent manufacturing or integration processes not approved by 3M Touch Systems.
  4. External product damage, including field damage
  5. Units damaged in the returns process

## Obtaining a Return Material Authorization (RMA) Number

- Prior to returning product, please contact Customer Service to obtain a Return Material Authorization. Please have the part number(s), serial number(s) and trouble statement ready when you call.
  - For Sensor Systems
    1. Capacitive (sensor with physically mated controller) must be returned as a system.
    2. DST (sensor with mated controller but NOT physically mated) can be returned as a full system unless it has been determined the controller is the cause of the failure then you will only need to return the controller.
- 3M Touch Systems will email the Return Material Authorization and detailed shipping instructions to you.
- Once issued, a Return Material Authorization Number is valid for 90 days.

## Shipping Instructions

- Label all boxes clearly with the Return Material Authorization Number. Returns without a Return Material Authorization Number clearly marked on the shipping boxes may be returned to the customer.
- 3M Touch Systems will pay for the return shipment of the defective product and any replacement products will be shipped at the customer's expense.
- All returns should be properly packaged to minimize shipping damage and allow for effective defect analysis. Product should be returned in 3M Touch Systems packaging or equivalent packaging. Products not properly packaged may not be accepted for return.

## Repair, Replacement or Credit

The 3M Touch Systems warranty provides for repair, replacement or credit for defective product (at 3M's option). Please discuss the available options with Customer Service or Technical Support when you call for your Return Material Authorization.

### **3M Touch Systems, Inc.**

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