

## Elo Tablet (ETT10A1) & Battery Warranty Information

### English

Elo Touch Solutions, Inc. (“Elo”) Limited Warranty  
For Elo branded products only

**Elo Warranty.** Elo warrants the products listed below shall be free of defects in materials and workmanship under normal use starting on the date of the original purchase of the product and continuing for the period of time as follows (each, a “*Warranty Period*”):

- Elo Tablet (ETT10A1): Eighteen (18) months
- Tablet Battery: Twelve (12) months

In order to submit a warranty claim, follow the procedures set forth below in “**Elo Warranty Service.**” Within a reasonable period of time after Elo receives the allegedly defective product from you, and verification by Elo that the product fails to meet the limited warranty set forth herein, Elo's sole liability and the remedies for any breach of such limited warranty is for Elo at its option to either: (A) modify or repair the product at no charge to you; (B) replace the product with a new or refurbished tablet with equivalent performance, reliability and functionality; or (C) where none of the foregoing remedies are reasonably practicable, credit the price of such defective products (such credit to be prorated based on factors such as wear and tear and age of the product).

Any replaced products shall be subject to the terms of this limited warranty for the remaining portion of the Warranty Period.

**Warranty Exclusions.** This Elo limited warranty applies only to hardware products manufactured by or for Elo under “Elo” trademarks, names or with the Elo logo affixed to it. This limited warranty does not apply to any non-Elo hardware products, accessories or software, even if it is packaged or sold with Elo hardware. Manufacturers, suppliers or other third party providers may provide their own warranties. Elo does not warrant that the operation of any product will be error free or uninterrupted. This limited warranty also does not apply to:

1. Cosmetic damage (scratches, dents, abrasions, broken ports etc.), normal wear and tear or otherwise due to the normal aging of the product;
2. Damage caused by usage not in accordance with Elo Tablet instructions, outside the permitted or intended uses, or due to combination or use with non-Elo products;
3. Damage caused by accident, abuse, misuse, liquid contact, electrical power, fire, earthquake, or other such external factors;
4. Damage to the Tablet (and all components including but not limited to the glass screen) from high impact, crushing and/or dropping;
5. Problems or damage caused by using accessories, parts, or components not supplied by Elo;
6. Consumable parts protective coatings designed to diminish over time unless the failure is due to defect in materials or workmanship;
7. Software distributed by Elo including, without limitation, the operating system and software added to the Elo-branded hardware products through our factory-integration system, third-party software, or the reloading of software, is subject to the license terms with respect to its use and your rights;

8. Problems or damage caused by a service performed on the Tablet (including upgrades or expansions) by anyone who is not authorized by Elo;
9. Problems or damage caused by modifications or alterations done to the products without the written permission of Elo;
10. Failure to follow product instructions or to perform preventive maintenance;
11. Elo Tablets with missing or altered service tags or serial numbers; and
12. Any hidden defects which were unknown to Elo at the moment the product was put into circulation and/or which could not have been established by Elo at that moment.

***Do not open the Tablet casing as this may cause damage not covered by this limited warranty. Only Elo or its authorized agents should perform any service on the Tablet.***

**Elo Terms of Sale.** The Elo Touch Solutions Terms of Sale (located at: <http://media.elotouch.com/tandc/TermsandConditions2013.pdf>) apply to the Elo Tablet (including all components and related services).

**Elo Warranty Service.** Please access and review Elo's website for information provided on the products before seeking Elo's warranty service. If the product is still not functioning properly after referring to and making use of these resources, visit Elo's customer service website at <http://www.elotouch.com/Support/CustomerService> and follow the procedures therein. When sending notice to Elo to begin the warranty service, describe in reasonable detail the symptoms associated with such failure. The notice must be received by Elo during the Warranty Period. When submitting the allegedly defective product to Elo, package it in its original shipping carton(s), or a functional equivalent, and ship to Elo. Shipping the product to Elo is at your expense and risk.

Any modification, repair, or replacement and the return shipment of the product with minimum insurance shall be at Elo's expense. You shall bear the risk of loss or damage in transit, and you may insure the product. You shall reimburse Elo for transportation costs incurred to return any product not found by Elo to be defective. A replacement product or part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever is longer. When a replacement is given, the product for which the refund is provided becomes Elo's property.

**Backup Your Data/Information.** Before you send the Tablet to Elo for warranty service, it is your responsibility to backup up and remove any software programs, data or other information and disable passwords. All content may be deleted and reformatted during the course of the warranty service. Elo may install updated software as part of the warranty service that may prevent reversions to earlier versions. Some third party applications may not function or be compatible with the Tablet as a result of the warranty service. You will be responsible for reinstalling software, data, apps, passwords. Recovery of software or data is not covered under this limited warranty.

**Elo Privacy Policy.** Elo will maintain and use any Tablet user information in accordance with Elo's Privacy Policy (located here: <http://www.elotouch.com/aboutelo/privacy.asp>).