



TECHNOLOGIES

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TTUFF Technologies Warranty Policy

In the unlikely event that a TTUFF Display Drive System should require after sale service, the following conditions and procedures will apply;

WARRANTY PERIOD

All TTUFF Display drive systems are sold with a ONE (1) year, return to depot warranty, including all parts and labour. Some products may have been purchased with optional extended warranty coverage. The level of coverage will be stated as a separate line item on the TTUFF / TTX Canada original invoice for the product.

WHAT IS NOT COVERED:

- Damage in or due to transportation, or by improper packing for shipment.
- Products altered, modified, repaired or serviced by anyone other than the service facilities authorised by TTUFF / TTX Canada.
- Accident, neglect, fire, water, lightening or other acts of nature.
- Abnormal use of monitor
- Products with serial numbers that have been altered, tampered with or removed.
- Normal wear and tear.

OBTAINING WARRANTY SERVICE:

For STANDARD or DOA warranty service, please follow the procedures listed below;

REQUESTING AN RMA NUMBER:

All products returned **must** have a Return Merchandise Authorisation (**RMA**) number issued by TTUFF / TTX Canada. An RMA number can be obtained from the TTUFF Technologies web site at www.ttufftech.com or by contacting TTUFF Technologies by phone at 519-880-9497

When submitting an RMA, please provide the following information;

1. **Item part number and description**
2. **Detailed problem description**
3. **Full product serial number**
4. **TTUFF invoice number of proof of purchase from supplying dealer**

Please note: product shipped to TTUFF / TTX Canada without an RMA number will be rejected and returned to the sender. An RMA number authorising the return of problem item will be faxed or emailed back, as requested.

PACKING/SHIPPING RMA ITEMS:

1. Pack the defective products in their original packaging. Electrostatic sensitive devices must be packed in their anti-static shielding bag. If the original packaging is not available, it is recommended that a suitable sturdy cardboard box be used with sufficient packing foam. Items physically damaged in transit are **not** covered by warranty. Items packed inappropriately for RMA servicing will be repackaged appropriately by TTUFF / TTX Canada and a fee of \$25 will be charged for this service.
2. Do not return any cables, diskettes or manuals unless they are defective.
3. Mark the RMA number clearly on the outside of the package. We are unable to accept packages, which do not clearly show the RMA number on the outside of the box.
4. Include a copy of the completed RMA authorization form mentioned above along with any other relevant documentation.
5. Ship the items prepaid and insured by the courier service of your choice. You are responsible for the cost to ship the items to TTUFF / TTX Canada . Upon completion of the service work, the RMA items will be shipped back to you at our expense via most economical ground service. Other courier service terms are available for an additional charge. Items shipped to TTUFF / TTX Canada via courier on "freight collect" terms will be rejected by the warehouse automatically and without exception.

NOTES:

- Items serviced out of warranty will be returned "freight collect".
- TTUFF / TTX Canada cannot assume responsibility for failure or delays in the services rendered by the couriers.
- Items returned without a completed RMA form or without problem descriptions will be tested and serviced for basic functionality only.
- A service charge of \$25.00 will apply for any items returned with no fault found, based on the problem explanation and documentation provided.

PROOF OF PURCHASE:

All RMAs submitted to TTUFF / TTX Canada for warranty service should be accompanied by a copy of their original invoice or have the appropriate invoice number detailed on the RMA form for each line item.

Any products returned to TTUFF / TTX Canada without a copy of the original invoice or details of the appropriate invoice numbers, will have their warranty period based on the date-code of the product plus one month.

DOA POLICY AND SERVICE PROCEDURE:

Any TTUFF / TTX Canada products that fail due to a defect in materials or workmanship within 30 days of the original invoice date qualify as Dead-On-Arrival (DOA). TTUFF / TTX Canada will at its discretion, elect to either replace or credit such products. The DOA product can be expected to be replaced or credited within one working day upon arrival at the TTUFF / TTX Canada repair centre. For Canadian customers, TTUFF / TTX Canada will arrange for courier pickup at no cost to you.

Follow the procedure on "Requesting an RMA Number" and "Packing/Shipping RMA Items" with the following exception:

1. You must make a separate RMA request for DOA products.
2. You must clearly state on the RMA request form that you require DOA service.
3. The letters "**DOA**" must be clearly marked on the outside of the shipping container beside or near the RMA number.
4. A copy of the original invoice **must** be included with the DOA products as proof of purchase.

Failure to adhere to the above exceptions will result in your RMA being processed as a standard RMA.

TTUFF / TTX Canada reserves the right to charge a \$35 fee for each DOA item returned with failures other than a defect in materials or workmanship. TTUFF / TTX Canada will advise you and provide an explanation prior to assessing these charges.

Any products that are replaced by TTUFF / TTX Canada under the DOA Policy shall become the property of TTUFF / TTX Canada .

NON-WARRANTY REPAIRS:

To estimate a non-warranty repair, a fee of \$25 will apply. This fee will be waived should a Purchase Order number be issued to carry out the repair.