



## **Product Warranty Policy**

### **RETURN MATERIAL AUTHORIZATION (RMA)**

All returns back to Liyitec Inc. (Liyitec) must obtain a valid RMA number in advance.

1. The authorized RMA number must be clearly and visibly marked outside the shipping box and on the packing list. The return address must be clearly printed.
2. Return products must be shipped to the address provided on the RMA authorization form.
3. Each RMA number expires 7 days after its issuance. Purchaser must ensure that returning items were purchased from Liyitec Inc. by matching all serial numbers with those on a Liyitec invoice or prior RMA records.
4. Both the serial number and quantity of shipments must match that of RMA items on the original request. Any additional returning products to Liyitec, a new RMA Number will be required.
5. Received product without an authorized RMA number will be returned as is and charged reasonable expenses including the handling fee and shipment cost.

Any cancellation of Purchaser's customer order is not a valid reason for return.

Any wrongly ordered goods are not eligible for RMA consideration.

### **WARRANTY PERIOD**

Liyitec products manufactured in following to the specifications shall be capable of meeting all characteristics for a limited period of warranty from the date of shipping from Liyitec.

Touch Screens	
RF4/RC4 4/8-wire resistive Touch Screen	1 year
RF5/RC5 5-wire resistive Touch Screen	2 years
Project Capacitive Touch Screen	1~3 years

### **WARRANTY COVERAGE**

1. This warranty is only valid for the original Purchaser, and is not transferable thereafter.
2. Liyitec warrants the product free from defects in material or workmanship under normal operation.

Liyitec does not extend the warranty to the following operations:

- Abuse, misuse, neglect, or accidental physical damage to the sensor glass or FPC tail.
- Improper mechanical attachment, physical modification, or electrical stress, scratches, or dents.
- Improper FPC tail bending and/or at a mishandling pulling force.
- Usage in violation of user force instructions.
- Product modifications or repairs done by unauthorized parties other than Liyitec.
- Operation outside its environmental specification.
- Acts of God.



3. Liyitec also warrants the products that are stored or used as specified as it is, and it will be void the warranty for any of the following cosmetic conditions:
  - Deep scratch patterns.
  - Usage of non-household cleaner, and similar abrasive cleaners to the sensor.
  - A large amount of cleaner poured to the product.
  - Product serial number has been altered or removed.
4. Normal “Wear and Tear” which does not result in functional failure is not eligible for warranty replacement and repair.
5. Liyitec is under no obligation for the damage during shipment, product modifications or improper packaging outside of Liyitec’s operational control.

In the event that Purchaser integrates Liyitec products with parts manufactured or supplied by any other company, this Warranty should only relate to defects in materials and workmanship of Liyitec’s product and not to problems with or failure of Liyitec’s product caused by other parts integrated with it.
6. Liyitec shall not be liable for any direct, indirect, special incidental, or consequential damages including, but not limited to, loss of profits and/or destruction of other parts. Liyitec’s liability shall be limited to the amount paid by the Purchaser for the products.

### **DEAD ON ARRIVAL (DOA)**

1. Within the first week from the date of shipping from Liyitec, that the Purchaser notifies Liyitec that the product is defective or goes beyond the agreed specification is eligible for Warranty Replacement and Repair. The DOA also applies to the following:
  - The product found to be defective owing to original faulty manufacture, assembly materials, or workmanship.
  - An incorrect product shipped by Liyitec by error .
2. Any product received in physical damage conditions; notify Liyitec Quality Assurance Department immediately to provide assistance, as necessary, and to process the freight claim.
3. Liyitec provides warranty liability for goods undetached from the bezel and takes no warranty liability for any damage, injury or losses whatsoever arising from any errors or omissions during Purchaser’s technical work.

### **TURN-AROUND PERIOD**

1. Any DOA or RMA authorization will be either repaired or replaced at Liyitec’s own discretion.
2. Within 7 working days of product return receipt by Liyitec, an Analysis Report and Corrective Plan are available upon request. When the quantity of claimed products is larger than 30 pieces, every additional 10 pieces will require additional day for the analysis report.



## **PACKAGING**

1. Liyitec recommends returning products by reputable ground forwarder for RMA happened in Taiwan, or other reputable freight forwarders approved by Liyitec.
2. To avoid shipping damage, separate the packaging of the touch screens from controllers and/or stylus, if any.
3. To avoid voiding the warranty, use adequate or equivalent packaging to return products. If not, Liyitec will consider them damaged and ship them back to the Purchaser, as is, with no repair attempted.

## **FREIGHT PAYMENT**

1. The Purchaser must prepay all inbound freight charges for both in-warranty and out-of-warranty repairs.
2. Liyitec will pay for one-way surface/ground freight charges for in-warranty repairs. Overnight or other express carrier for expedited shipment, if required, will be at the Purchaser's expense.
3. The Purchaser must prepay all inbound and outbound ground freight charges for out-of-warranty repairs. Liyitec is not responsible for damage during shipment. We recommend that you insure the shipment.

## **FREIGHT CLAIM**

1. If the Purchaser receives the original product in damaged conditions, notify Liyitec Quality Assurance Department immediately to initiate a RMA inspection. Liyitec will assist the Purchaser to process the freight claim.
2. If return/repair shipment to Liyitec is received in damaged conditions, Liyitec will notify the Purchaser. The Purchaser will need to notify the carrier immediately to initiate an inspection. Liyitec Quality Assurance Department will provide assistance, as necessary, to process the freight claim.

## **WARRANTY REPAIR AND REPLACEMENT**

1. Liyitec warrants at no cost to the Purchaser in fulfillment of this warranty. Any services or repair outside the scope of this limited warranty should be at Liyitec's rates and terms.
2. If the product is out-of-warranty, Liyitec will evaluate it for a reasonable charge per unit. Prior to proceeding with the repair of an out-of-warranty product, additional parts and labor charges will apply at Liyitec's cost proposal.