

## Touch Dynamic, No Fault Warranty

QFRM - 031

**Finally, a No Fault Service Plan “worth the paper it’s written on” and then some.** As an added service to all our valued customers, our entire line of Touch Dynamic Mobile POS is backed by an optional No Fault Service Plan that is the envy of the entire industry. If your Touch Dynamic Mobile POS fails, breaks or just plain wears out anytime within the program period, we’ll repair or replace the unit at no additional cost. No fine print. No excuses.

Offered in either 1, 2, or 3 year plans, our No Fault Service Plan allows you to purchase the extended coverage best suited to your needs and budget. There are no hidden surcharges. We are so sure of the quality designed and built into every one of the devices we manufacture that we’re willing to stake our name, our reputation and our bottom line on it.

Our customers take great comfort in the knowledge that their investment in Touch Dynamic products are backed by our commitment to excellence, our promise of satisfaction, and our exclusive No Fault Service Plan.

Touch Dynamic’s optional No Fault Service Plan extends standard warranty coverage (against defect in materials or workmanship) to include damage caused by regular usage or accidental breakage of your Touch Dynamic Mobile POS. Products covered by a No Fault Service Plan will be repaired or replaced free of charge.

Touch Dynamic Mobile POS, hereby referred to generically as “product (s)”, for which the No Fault Service Plan is available include:

- Quest 7” and 10” Windows & Android Tablet
- Quest VIII Windows & Android Tablet

A. No Fault Service coverage includes normal wear and tear, cracked plastics, broken screens, buttons, wireless network adapters, FLASH-based solid-state data storage devices, connectors/ports, and other components damaged through regular usage or accidental breakage.

B. No Fault Service coverage extends to one incident of Motherboard or LCD and Touchscreen replacement, per unit, per contractual year.

C. No Fault Service coverage must be purchased within 30 days of the original product purchase. No Fault Service Plans are available for 1, 2, or 3 year periods of coverage. Additional years of No Fault Service may be purchased on a yearly basis 30 days prior to the existing contract has expired, up to 3 years maximum.

D. A Touch Dynamic RMA # must be issued by Touch Dynamic prior to defective unit being returned. Please contact Touch Dynamic Support for an RMA at (888) 508-6824 or online at [www.touchdynamic.com](http://www.touchdynamic.com)

E. Touch Dynamic shall use reasonable efforts to repair or replace any product covered by the No Fault Service Plan within ten (10) days of receipt of the damaged/defective product. Touch Dynamic reserves the right to replace any product that has been discontinued from its product line with a new product of comparable value and function.

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F. Specifically excluded from No Fault Service coverage are:

- Product damaged due to connection to improper power sources
- Product modified or repaired by non-Touch Dynamic authorized personnel
- Product with serial number label that is missing, defaced, modified or altered in any matter
- All consumable items; ac adapters, power cords, screen protection films, labels, cleaning cloths, carry cases, manuals, cables, straps, belts, holsters, tethers, and harnesses and any other options and accessories not listed above or covered under a separate warranty
- Any costs incurred in shipping the products to the Touch Dynamic service center for repair or replacement
- Any cosmetic damage not effecting the operation of the product
- Product damaged that is attributable to an act of war (declared or otherwise), terrorism, natural disaster or act of God.

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