

Return and Cancellation Policy

This document contains the return and cancellation policy of Monitouch HMI, Division Fuji Electric Corp. of America (hereafter referred to as Monitouch HMI).

- All returns, regardless of category must be pre-approved and have an RMA number. This can be obtained by contacting Monitouch HMI.
 - When contacting Monitouch HMI, please have the part number(s) and serial number(s) and the original invoice date.
 - The RMA number must be clearly marked on the package so return processing can be done as efficiently as possible. Shipments without an RMA number may be subject to an additional 5% handling fee.
 - RMA numbers will be cancelled if the product is not received within 30 days from issue date.
- Non-stock or special order product cannot be returned for credit or exchange. See Table 1 for a list of acceptable return items. The list can be changed at any time without notice.
- Any product returned that is the result of a mistake on the part on Monitouch HMI will receive full credit, including all shipping and handling charges. All other returns will be subject to handling charges to be paid by the customer.
- All returns must be packaged to avoid damage en route to Monitouch HMI Division. Monitouch HMI will not credit any items damaged in transit to Monitouch HMI.
- All returned products are still customer's possession until products are accepted and inspected by Monitouch HMI. No payment deductions should be made until the returns are evaluated.
- Please note that all credits must be approved by our Accounting department. Any unauthorized debits will cause delays in the credit process.

Table 1

Part numbers that may be returned			
V708CD	V606eM20	V7EM-L	CU-00
V710CD	V606eC20	V7EM-F	CU-01
V706MD	V6-CP	V7EM-16F	CU-02
V706CD	1022NE	V706EM-S	CU-03-2
V706TD	1043NE	V7EM-S	CU-04
V708iSD	1044NE	V706EM-F	CU-05
V710iSD	GU-00	EU-00	CU-06
V710iTD	GU-01	EU-01	CU-07
V712iSD	GU-02	EU-02	DU-01
V715XD	GU-03	EU-03	

Cancellation

Monitouch HMI will accept cancellation request within 2 business days after Monitouch HMI receives an order without penalty except same day or next day shipment.

Returns

To facilitate return processing, all returns must meet the criteria for one of the following three categories:

- Order Error Return
- Defective Product Return
- Repair Return

Order Error Return

All order error returns must be processed within 30 days of the invoice date. The customer must get return approval from Monitouch HMI by obtaining an RMA number before returning the product.

There will be an additional 30% restocking fee for returned items that are the result of a customer order error. Returns up to \$50,000 will be accepted. All returns must be in unused, unaltered, re-sellable condition, in their original package. The original cartons should not be damaged or defaced in any way. Any products that Monitouch HMI determines not to be re-sellable will be returned Freight Collect, or disposed of at customer's request.

Defective Product Return

Before returning a product as defective, we recommend contacting our Technical Support staff to attempt to resolve the problem. If the issue cannot be resolved, an RMA will be given. The product must be within six months of manufacture to be eligible to be returned as defective. Any product that has been damaged due to use will not be eligible to be returned as defective. It may be eligible to be returned for warranty repair and return.

Defective products will be replaced at the expense of Monitouch HMI, including shipping and handling.

Repair Return

Warranty Repair – Any product that fails to meet specifications is eligible to be replaced under warranty for 24 months from the date of shipment. The product may be returned for review by Monitouch HMI within 30 days of discovery at the customer's expense after obtaining an RMA number. If the product is determined to be defective, it will be repaired at no cost to the customer. The customer is responsible for the cost of shipping. Any product that is determined to have been damaged as a result of misuse or exposure to conditions outside of the specifications of the product will not be considered for warranty repair.

Non-Warranty Repair – Monitouch HMI provides repair services for our products. All products sent back for repair will be analyzed first. We will then notify the customer of the approximate repair cost before any repairs are made. All repair work is warranted for 180 days.

- Our repair rate is \$100/hr.
- A \$50 fee will be charged for analysis for V6 and V7 series models. This fee can be applied to repair cost.
- A \$250 fee will be charged for analysis for all older models. This fee is in addition to the repair cost.
- Freight charges are not included in repair costs. Customer is responsible for all freight charges.

Warranty Policy

1. Monitouch HMI warrants that the Products will conform to the Specifications and will be free from defects in material and workmanship for a period of twenty-four (24) months from the date of shipment from Monitouch HMI ("Warranty Period"), provided that the sole and exclusive remedy for breach of this limited warranty shall be repair or replacement, at Monitouch HMI's sole discretion, of non-conforming or defective Products at Monitouch HMI's cost.
2. Any repair or replacement pursuant to this Warranty Policy shall not extend the Warranty Period, and any repaired or replacement Products shall be warranted hereunder only until the expiration of the original Warranty Period of such repaired or replaced Products.
3. If Monitouch HMI replaces any Products in accordance with this Warranty Policy, at Monitouch HMI's request, Purchaser shall return such replaced Products to Monitouch HMI at the Purchaser's expense.
4. THE WARRANTIES SET FORTH ABOVE SHALL NOT APPLY TO ANY PRODUCTS THAT, AFTER DELIVERY TO PURCHASER, HAVE BEEN SUBJECT TO ANY ACCIDENT, ACT OF GOD OR EVENT OF FORCE MAJEURE, NEGLIGENT OR INTENTIONAL MISUSE, ALTERATION OR DAMAGE, OR TO ANY PRODUCTS THAT HAVE NOT BEEN PROPERLY HANDLED, STORED OR USED. IN NO EVENT SHALL MONITOUCH HMI BE RESPONSIBLE FOR ANY NON-CONFORMITY, DAMAGE OR DEFECT ATTRIBUTABLE TO MODIFICATION OR REPAIR OF PRODUCTS NOT AUTHORIZED BY MONITOUCH HMI.
5. EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY POLICY, NEITHER MONITOUCH HMI NOR ANY OF ITS REPRESENTATIVES OR EMPLOYEES HAS MADE OR MAKES ANY EXPRESS OR IMPLIED WARRANTY TO PURCHASER. MONITOUCH HMI SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN THE EVENT OF MONITOUCH HMI'S LIABILITY, WHETHER BASED ON CONTRACT, TORT (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, MONITOUCH HMI'S SOLE OBLIGATION AND PURCHASER'S EXCLUSIVE REMEDY SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS AS SPECIFIED IN ARTICLE 1. IN NO EVENT SHALL MONITOUCH HMI BE LIABLE TO PURCHASER FOR ANY LOST PROFITS OR LOST BUSINESS OPPORTUNITIES OR FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, REGARDLESS OF WHETHER AN ACTION IS IN CONTRACT, INDEMNITY, WARRANTY, STRICT LIABILITY OR TORT.
6. PURCHASER HAS ACCEPTED THE LIMITATION OF LIABILITY AND DISCLAIMER OF WARRANTIES AS PART OF A BARGAIN TO LOWER THE PURCHASE PRICE OF THE PRODUCTS, WHICH WOULD BE HIGHER IF MONITOUCH HMI WERE REQUIRED TO BEAR THE RISK OF CONSEQUENTIAL DAMAGES.