

Warranty and Service Policy

US HECHUANG TECHNOLOGY LLC ("TDS TOUCH") shall exclusively provide warranty repairs through formal written agreements ("Supplemental Warranty Contracts") executed by authorized representatives with official corporate seals, specifying product identification, coverage duration, and service commitments. Verbal arrangements or informal understandings are expressly invalid, and TDS Touch reserves the right to deny warranty claims lacking properly executed documentation, conflicting with published warranty standards, or originating from unauthorized service channels, with all special terms requiring explicit geographical limitations and service-level specifications referenced to original product data.

Remark: US HECHUANG TECHNOLOGY LLC. is referred to as TDS TOUCH.

General Principles

Warranty repair period guaranteed by TDS Touch for different products is as below:

Product Group	Series Description	Warranty
Touch Monitor	01, 01E, 01P, 02, 02B, 02C, 02D, 02P	2 years
Open-Frame Monitor	38, 38B, 38C, 38D, 39, 39E, 39C, 39D, 37B, 37C	3 years
	1038C, 1538C, 1039C, 1539C, 1037C, 1537C 3238D, 3239D, 4338D, 5538D	2 years
Marquee Touch monitor	39B, 02L, 39L	2 years
Outdoor Touch Monitor	39D, 38H, 39H(Only contains 500-1200nits)	2 years
	02H, 38H(1500 nits)	1 year
Touchscreen Signage AIO	20D, 30D	2 years
Touchscreen Computer	20A, 20C, 30, 30A, 30C, 30E	2 years
Touchscreen Components	Projected Capacitive Touchscreen	2 years
	Five-wire resistance touch screen	1 year
	Touch controller	3 years

*Table 1



TDS TOUCH provides differentiated warranty service plans based on product shipment dates:

Warranty Replacement, Warranty Repair, and Out-of-Warranty Paid Repair Services. Please select the applicable warranty policy according to your specific situation.

Special Notes:

I. The warranty period for TDS TOUCH products begins on the actual shipment date.

II. Warranty replacements do not apply to customized products, free samples, or specially discounted items.

III. TDS TOUCH shall not be held liable for warranty replacements or repairs for issues caused by customer selection errors.

IV. If special warranty terms are agreed upon in a contractual agreement, those terms shall take precedence.

V. The following scenarios are excluded from warranty coverage:

1. Unidentifiable model numbers or serial numbers on the product label.
2. Physical damage, including but not limited to:
 - Broken communication cables on the touch panel
 - Damaged sensors
 - Controllers with deformation, dents, or cracks
3. Unauthorized disassembly, repair, or modification of products.
4. Defects caused by improper storage or non-compliant operating environments (e.g., rust due to humidity, damage from excessive voltage).
5. Defects resulting from misuse or non-standard operation.
6. Damage or loss of products due to natural disasters (e.g., earthquakes, fires, floods), social unrest, or government policies.
7. Failure to provide a compliant operating environment (including hardware/software configurations).



RMA (Returned Material Authorization)

Products returned to TDS TOUCH must have a valid RMA number. Customers may request an RMA number by emailing info@tdstouch.com or contacting technical support/sales engineers to initiate replacement or repair. Products returned without a valid RMA number will be rejected or returned at the sender's expense.

Requirements:

- I. The RMA number must be clearly marked on the exterior of the return packaging.
- II. Returned products/components and quantities must match the list on the original RMA form. TDS TOUCH reserves the right to reject or return unauthorized items.
- III. Submit a detailed written description of the defect(s).
- IV. Provide any additional documentation requested by TDS TOUCH.

Remarks:

- I. Authorized RMA numbers expire 40 days after issuance.
- II. Products deemed ineligible for warranty replacement, repair, or credit after evaluation will be returned to the sender at the sender's expense.
- III. To prevent damage during transit:
 - Separate monitors from detachable stands (if applicable).
 - Controllers must be shipped in anti-static bags. Non-compliance will result in rejection and return.
- IV. TDS TOUCH typically covers standard ocean/land shipping costs. Expedited shipping fees are the customer's responsibility.
- V. TDS TOUCH is not liable for damage or loss of products during transportation.



Warranty Replacement Eligibility

TDS TOUCH will provide warranty replacements if purchasers notify TDS TOUCH of product defects within the **first 30 days of the warranty period**, following a thorough appearance and performance evaluation based on TDS TOUCH's standard operating criteria. The warranty period begins on the product's shipping date.

Warranty Replacement Process:

- I . Purchasers submit a warranty replacement request.
- II . TDS TOUCH's customer service team issues an RMA number for eligible standard products. Purchasers then return the defective product(s) to TDS TOUCH.
- III . TDS TOUCH ships the replacement unit(s) to the purchaser. The purchaser will be temporarily charged for the new unit via bank transfer or credit card. A full refund is processed once TDS TOUCH receives and verifies the original unit.

Note: *TDS TOUCH reserves the right to deny replacements if products fail to meet warranty criteria after evaluation.*

Remarks:

- I . TDS TOUCH covers **round-trip freight charges** between the US Repair Center and the purchaser's location. TDS TOUCH retains the right to select the freight carrier(**North America Customer Only**).
- II . Products returned for warranty replacement must use original packaging. Non-original packaging materials will incur additional fees.



Warranty Repair Eligibility

TDS TOUCH will provide warranty repairs if purchasers notify TDS TOUCH of product defects during the **warranty period**, subject to an appearance and performance evaluation aligned with TDS TOUCH's standard operating criteria. The warranty period commences on the product's shipping date.

Warranty Repair Process:

- I . Purchasers submit a warranty repair request.
- II . TDS TOUCH's Customer Service Department issues an RMA number for eligible products.
- III . Purchasers ship defective components back to TDS TOUCH **at their own expense**.
- IV . Upon receipt, TDS TOUCH will complete repairs within:
 - **14 business days** for international RMAs(**North America Only**)
 - **7 business days** for **US** RMAs

Remarks:

TDS TOUCH is **not obligated** to provide temporary replacement units during the repair period.



Out-of-Warranty Repair Services

TDS TOUCH charges fees for out-of-warranty repairs based on standard service rates.

Out-of-Warranty Repair Process:

- I. Purchasers submit an out-of-warranty repair request.
- II. TDS TOUCH's Customer Service Department issues an RMA number.
- III. Purchasers are responsible for covering all shipping expenses, including the cost to return defective products to TDS TOUCH and any associated outbound fees.
- IV. Upon receipt, TDS TOUCH will complete repairs within:
 - **14 business days** for international RMAs(**North America Only**)
 - **7 business days** for **US** RMAs

Remarks:

- I. Customers must **prepay repair costs** as per TDS TOUCH's quotation. Failure to pay will result in products being returned unrepaired.
- II. Customers bear **round-trip freight charges** between the US Repair Center and their location, including ground transportation.
- III. New components installed during out-of-warranty repairs carry a **3-month warranty** for repair services.
- IV. TDS TOUCH is **not obligated** to repair out-of-warranty products if spare parts are unavailable due to material discontinuation.

Final Terms:

The interpretation of all clauses above resides solely with **US HECHUANG TECHNOLOGY LLC**. TDS TOUCH reserves the right to modify these terms without prior notice.