



Innoda Industry Co., Limited

Embedded & Automation Solutions

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INNODA produce industrial panel PC, desktop touch screen monitor, LCD Monitors, digital signage, LCD kits etc, all are available for resistive, SAW, infrared, surface capacitive, projected capacitive touch and multi touch screens. They are widely used for Kiosks, gaming, ATM, entertainment, industrial automation, medical treatment.

INNODA look forward to build a fair and pleasant cooperation business relationship with all customers. We provide 1 to 3 years' warranty with DOA, RMA and Paid Service. Welcome to read our warranty terms, let's be friends now!

Warranty Terms

DOA Service (Dead On Arrival)

INNODA provide DOA Service within 30 days after shipment. Goods are guaranteed to exchange when it is returned to INNODA.

New product operation would be completed within 5-20 working days. Round trip shipping costs are afforded by INNODA. The following failures are allowed to be serviced by DOA:

- A. The image cannot display normally.
- B. It cannot be powered on.
- C. The internal functions of computers are out of work.

RMA Service (Return Merchandise Authorization)

INNODA provide RMA Service within 1 year after shipment. Maintenance time lasts from 5 to 20 working days according to the difficult and specific situation. Returning shipping cost after maintenance is afforded by INNODA.

The Range of Warranty

All of the products offered by INNODA except for gifts.

Attentions before Returning



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- A. No artificial damage, INNODA will provide related components for repair or the buyer can return the goods for repair, if the goods cannot be repaired, INNODA will accept replacement of defective goods with in warranty.
- B. Before customers return the goods to INNODA for maintenance, the buyer need to provide RMA Report including the Serial No. (on the back of goods) , Problem Statement, Pictures / Videos if needed.
- C. If we receive the returns without informed and authorized in advance, we would reject to receive it.

Rules of Warranty

- A. INNODA guarantees the maintenance and undertakes all related replacement cost for free if it is in warranty. Its warranty still keeps the primitive deadline.
- B. INNODA does not provide substitute temporarily goods to customers' using.
- C. Customized goods does not belong to the DOA service of replacement.
- D. INNODA has no duty to accept customers' returns due to their mistakes / wrong orders.

Paid Service

The following situations don't belong to Paid Service:

- A. Beyond the warranty period..
- B. Caused by natural disaster.
- C. Damaged by whom operated the products not according to the instruction manual..
- D. The INNODA warranty label was altered, tore up, re-pasted, fabricated, etc.
- E. Damaged for with no properly packing during shipment.
- F. A list with estimated repairing costs will be sent to customers for agreement and sign, before we start repairing service work.

Shipping Payment

- A. DOA: The shipping cost of round trip is afforded by INNODA.
- B. RMA: Customers will afford the return shipping cost, INNODA will afford the shipping back cost after repaired.
- C. Paid Service: The shipping cost of round trip is afforded by customers.



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D. Please choose EMS / Postal Office, there will be no risk for detaining by China Custom. INNODA is not responsible for taxes of export or import if customers choose other shipping way.

Transport Method

A. Land carriage is the main method for domestic customers. Special requests are negotiable with our salesman.

B. Express is for sample order, mass goods is better by air or by sea. Special requests are negotiable with our salesman.

Transportation Claim

A. Please inspect appearance at the first time when customers receive the goods. If find any broken, please tell the carrier and check the broken situation. Simultaneously, please write down the detailed broken results in the cargo receipt and inform INNODA immediately. INNODA would ask for claim to the transporting company.

B. If INNODA receives returns with any broke, we would inform the customers right away and ask them to contact the carrier or forwarding company to inspect and claim.

Disclaimer

Due to our displays products, INNODA does not suggest use cleanser like ammonia water or alcoholic to clean the display surface. Related the damages, INNODA will be not responsible for the due obligations.

Attentions

A. All rights like explanation, rules, changes, etc are reserved by INNODA, the company is authorized to revise this rules if necessary, please consult the www.innodapc.com .

B. Service time: Monday to Friday, 9:30 a.m.-6:00 p.m. please contact us during this time, talk-back: 0086-755-83558715.

Thanks for your reading, If you need more products details, technical data or sample request, please contact us at sales@innodapc.com and we will reply you in short-time.