

# Elo E-commerce - User Manual RMA Requests - One Time Use account

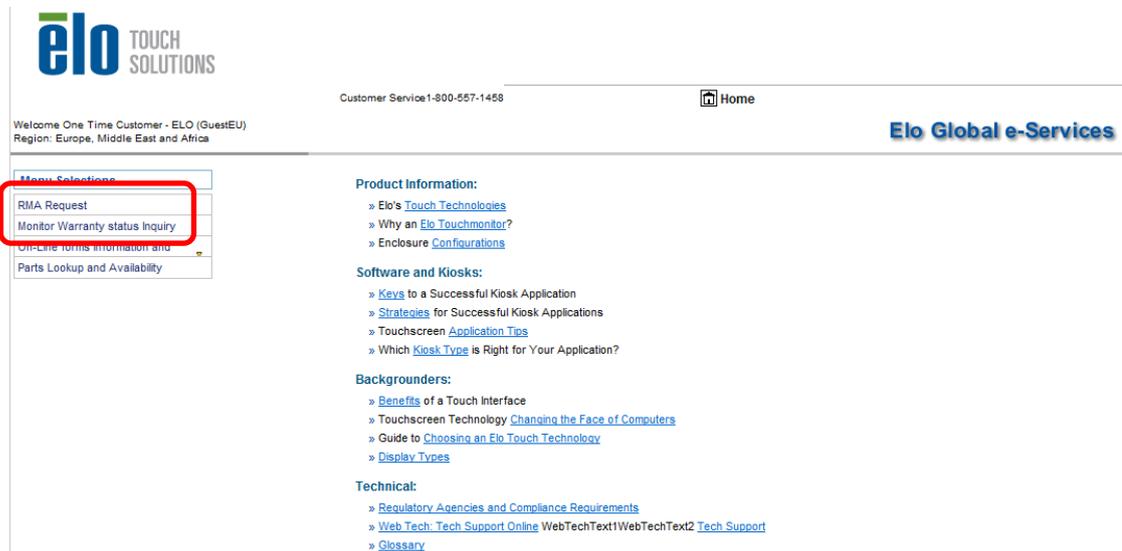
- URL

<http://elotouchexpress.com>

- Login



New Elo customers who do not have login for [www.elotouchexpress.com](http://www.elotouchexpress.com) website, have to use the 'Guest Services for New Elo Customers' icon to enter the website.



Select 'RMA request' to enter the data of the defective unit.

## Repair Message Screen

**!** Please note that warranty repairs are handled by Elo TouchSystems whereas non-warranty repairs are handled by Elo's third party repair Centre . The terms & conditions of the legal entity handling your repair will apply.

[Click here if you have online access to your account.](#)  
[Click here to request online access to your account \(Your account number is located on your Elo invoice\).](#)

Choose 'Accept' to continue

## Return Item Entry

Begin processing your RMA by completing the required fields below highlighted in blue and marked with an asterisk.

**Start Here Shipping Country\*:**

**Type\*:**

**Item Type\*:**

**Material Part Number\*:**

**Serial Number:**

[Click here to help me find my part and serial number](#)

**Reason For Return\* :**

**Reason for Return Detail\*:**

**Original Payment Method:**

**Invoice Number:**

1. Select country
2. Select Return for Repair
3. Select type of unit: Component - IDS module - Monitor - Touch Computer
4. Enter Material Part Number (for components only)
5. Enter Serial Number (if no component)
6. Select return reason
7. Provide additional details on the defect
8. Choose 'Add Return Item' to continue

Fields with \* are mandatory

## Item Return Message

**!** Based on your serial number request please review the search results

The material part number listed is in warranty. Please click accept to continue.

Material Number	Serial Number	Estimated Cost	Coverage Type
E012584 ET1739L-8CWA-3-NPB-G	A14C028846		In Warranty

[Click here to help me find my part and serial number](#)

By clicking on the accept button you agree to the Elo terms and conditions of this repair.  
Click cancel to decline.

This screen provides information on the warranty status and coverage type of the unit.

## Return Item Summary Cart

1 Click Add More Items button to continue your search or add additional products. Select the Update button to make changes. Select the delete icon on the line to remove an item. Select the Cancel button to cancel this request and start over. Select the Checkout button to accept and complete the Return

Quantity	Return Details	*Repair Price
 1	Item: E012584 Serial: A14C028846 Description: ET1739L-9CWA-3-NPB-G Coverage Type : In Warranty User Defined Reason: Test AMH 2/9 Scrap Location: Scrap unit at repair facility	TBD

*\*Price includes shipment of repaired item(s) back to the customer's ship to address (Domestic only). The cost does not include shipping charges for international shipments. You will be contacted by a representative for arrangements.*

Select 'Add More Items' if you want to add another defective unit to the RMA request  
Select 'Checkout' to continue

## Return and Repair Policy

### Return Material Authorization Numbers (RMAs)

- Before a purchaser ships a product back to Elo Touch Solutions, the purchaser must obtain a valid RMA number. Boxes received without an authorized RMA Number will be shipped back.
- Authorized RMA Numbers will expire 45 days after they are issued.
- Only the Elo Touch Solutions product and quantity specified on the original RMA request can be returned with the RMA Number issued.
  - If returning additional products to Elo, a new RMA Number will be required.
  - If we receive a shipment containing products not authorized for return on that RMA Number, we will return them as is.

## Terms and Conditions

### General Terms and Conditions of Sale and Delivery Tyco Electronics Logistics AG (TELAG), Switzerland

(valid from April 24<sup>th</sup> 2007)

#### 1. General remarks

- 1.1 These General Terms and Conditions of Sale and Delivery apply to all sales and deliveries effected by TELAG. Any terms or conditions on the part of the purchaser that are contrary to these General Terms and Conditions of Sale and Delivery shall not be binding on TELAG, even if they form the basis of the order.
- 1.2 TELAG's General Terms and Conditions of Sale and Delivery shall also apply to all follow-up business transactions even where reference is not made to these when finalising the transaction.

1.3 Cultural practices as well as modifications, amendments and additions to the contract of TELAG's General Terms and Conditions of Sale and Delivery shall be valid when performed by TELAG.

I have read and accept the (Return and Repair Policy) and (Terms and Conditions) . Please Check Here:

Click on checkbox to accept Return and Repair policy, and continue via 'Submit'

1 Shipping >> 2 Payment >> 3 Thank you >>

Please select your Country and Zip Code.

Country	Zip Code	
Italy	20862	<input type="button" value="OK"/>

Enter Country and Zip Code and click 'OK'

1 Shipping >> 2 Payment >> 3 Thank you >>

### Where to Ship Your Order

Shipping Address & Contact Information

Address *	City*	
<input type="text"/>	<input type="text"/>	
Address 2	Province/Region	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text" value="20862"/>
Address 3	Country	
<input type="text"/>	<input type="text" value="Italy"/>	
Po # OR Reference # You Choose	Contact Email Address *	
<input type="text"/>	<input type="text"/>	
Company Name *	Additional email address	
<input type="text"/>	<input type="text"/>	
Contact Name *	<input type="text"/>	
Contact Phone*	<input type="text"/>	

\* Indicates a required field!

\* Please note we can not ship items to a PO Box

### How we will return your items

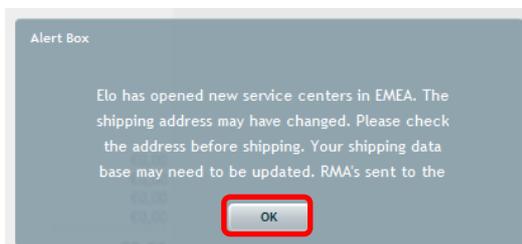
Your items will be shipped back to you via std. ground

Standard Ground Shipment Included     No Charge

Next Step: Payment >>

Fill out your company's details. Fields with \* are mandatory  
The address entered will be the return address for the unit after repair.

Continue with 'Next Step: Payment'



Click 'OK'

1 Shipping >> 2 Payment >> 3 Thank you >>

## Order Review

Please review all items in your order

Line	Item Details	Item Price	Qty	Ext. Price
1	E012584 (View line comments) ET1739L-8CWA-3-NPB-G	€0,00	1	€0,00

€0,00

Enter any additional Order Comments Here:

## Shipping/Freight Review

Please review your shipping options

### Shipping Address

Test Street 29  
Arcore, 20862  
IT

### Contact Information

Reference#:Test AMH  
Company Name:AMH Test  
Attn:Anne-Marie  
arcore@it.it  
+32 16 504 722

### Shipping Method

Standard Ground Shipment Included

Shipping Method

## Order Total Summary

Totaling all aspects of the Order

*Tax will be added to your charges if applicable*

Order Line Sub Total:	€0,00
Tax	€0,00
Shipping/Freight:	€0,00
Discount:	€0,00
<b>Grand Total:</b>	<b>€0,00</b>

Process Order Now

Continue with 'Process Order Now'

1 Shipping >> 2 Payment >> 3 Thank you >>

## Thank You

Review & Print For Your Records

RMA Instructions

Membership

Printable Version



Be sure to print your rma packing instructions and include with the product being returned.

PRINT

## Order Review

(Order Confirmation: 4000069542)

Please review all items in your order

Line	Item Details	Item Price	Qty	Ext. Price
1	E012584 (View line comments) ET1739L-8CWA-3-NPB-G	€0,00	1	€0,00

€0,00

Order Comments:

## Shipping/Freight Review

Please review your shipping options

Shipping Address

Test Street 29  
Arcore, 20862  
IT

Contact Information

Reference#:Test AMH  
Company Name:AMH Test  
Attn:Anne-Marie  
arcore@it.it  
+32 16 504 722

Shipping Method

Standard Ground Shipment Included

Shipping Method

The RMA request is completed, and the RMA reference is provided (order number 40000xxxxx)  
Please print RMA packing instructions and include with returned unit.

① Shipping >> ② Payment >> ③ Thank you >>

## Thank You

Review & Print For Your Records

RMA Instructions

Membership

Printable Version



### Become an eCommerce Member Today

One Simple Step & your Done

Starting an account with us is quick and easy. Enter a Password of your choice and click the "Sign Me Up" button. Creating an account will allow you to track your orders and place new orders/returns even quicker.

Choose a Password

Sign Me Up

It is recommended to create a web account in order to be able to follow the repair online and create future RMA requests.

Choose a password and select 'Sign Me Up'

## Account Summary

Please review your account details

Congratulations! Your Elo TouchSystems' Web account has been created! To access your new Elo TouchSystems' web account simply return to the main [www.elotouchexpress.com](http://www.elotouchexpress.com) site. In the User ID field enter your email address and the password you provided.

User Id/Email	<input type="text" value="arcore@it.it"/>
Password	<input type="password"/>
Secret Question	<input type="text"/>
Secret Answer	<input type="text"/>

[Update My Profile](#)

### What would you like to do now?

[Browse the product catalog](#)

[Request a Return Material Authorization](#)

[Return to the main menu](#)

[Log out, I am done](#)

With 'Update My Profile' your password can be changed. Click 'Update' after having entered the new password.

Click on 'Log out, I am done' to complete the registration.