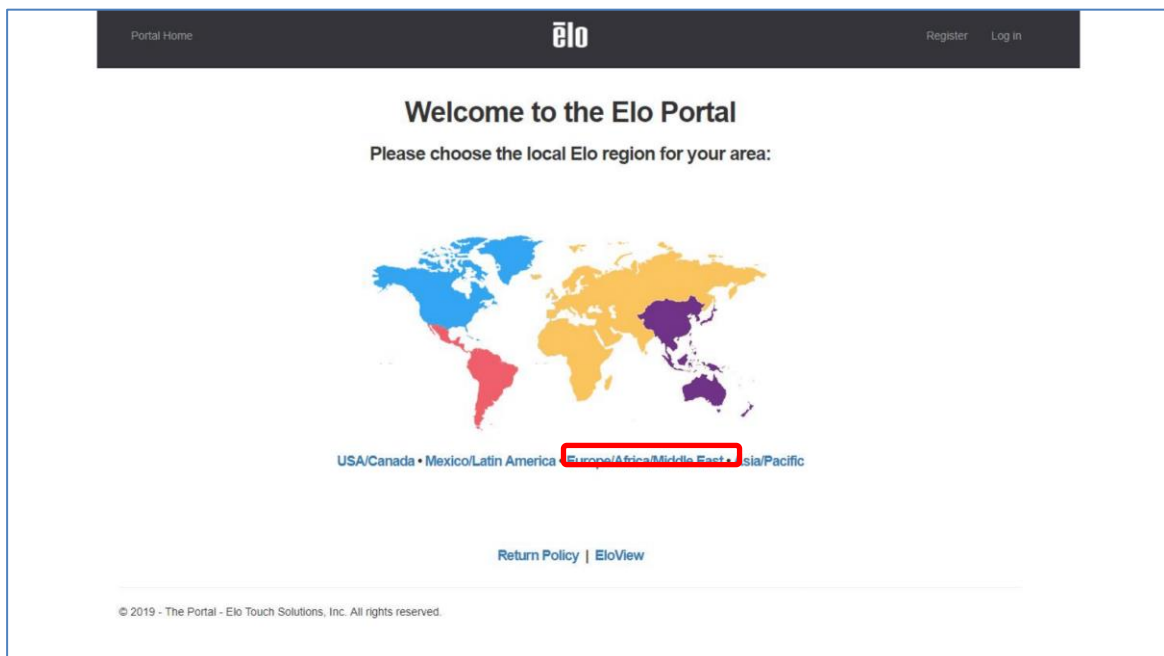
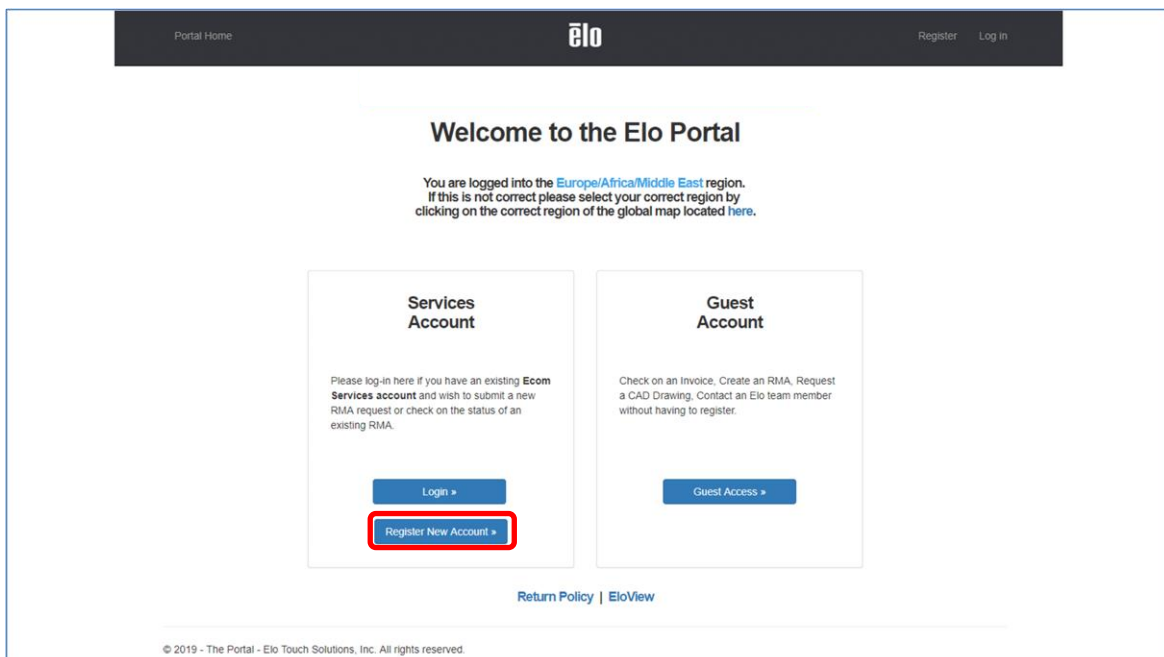


Elo Global E-Service - User Manual RMA Requests

- URL
<http://portal.elotouch.com>
- Select Region 'Europe/Africa/Middle East'



- LOGIN
A. Register New Account



Please select **Register New Account** when you request an RMA for the first time and want to register (recommended). If you would prefer not to register, please use the **Guest Access** option.

Portal Home **ēlo** Register Log in

Create A Services Account

Enter your email address and password below to register.

Email

Password

Confirm password

[Register](#)

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Portal Home **ēlo** Register Log in

Email Confirmation.

Check your email and confirm your account, you must be confirmed before you can log in.

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EloTouch Services Portal - Confirm your account [Inbox x](#)

noreply@elotouch.com 3:28 PM (0 minutes ago) 1

to me ▾

ēlo

EloTouch Services Portal

Please confirm your account by clicking [here](#).

Portal Home **ēlo** Register Log in

Confirm Email.

Thank you for confirming your email. Please Click here to Log in

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Confirm login via e-mail

- RMA request

Portal Home elo Register Log in

Welcome to the Services Portal

You are logged into the [Europe/Africa/Middle East](#) region. If this is not correct please select your correct region by clicking on the correct region of the global map located [here](#).

Begin Process to Create an RMA

Submit an RMA by first looking up the Serial Numbers of your products. Once we determine the status of all the products entered, we can begin the RMA process.

To submit a **component**, please contact customer service at EMEA.RMA@elotouch.com or + 32(0)16 70 45 40.

Warranty Status Inquiry

- 1 Please enter valid serial numbers in the "Serial Number Lookup" box to the right to view the status of your warranty. Most serial numbers are located on the rear side of your monitor.
- 2 Click the "Lookup" button to view the warranty status.
- 3 Proceed to create RMAs.

Serial Number Lookup

0 serial numbers listed. (limited to 50)

example:
K122223333
L777888999
G11A222333

[Lookup](#)

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Contact Information

- Click [here](#) to help me find my part and serial number
- [Supplier Terms and Conditions](#)
- Component warranty status please contact us EMEA.RMA@elotouch.com or + 32(0)16 70 45 40.

Enter valid serial number(s) in the **Serial Number Lookup** box. It is possible to check up to 50 serial numbers at once.

Portal Home elo Register Log in

Begin Process to Create an RMA

Submit an RMA by first looking up the Serial Numbers of your products. Once we determine the status of all the products entered, we can begin the RMA process.

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Serial Number Lookup

1 serial number listed. (limited to 50)

[K17C021692](#)

[Lookup](#)

Warranty Status Results

1 item checked [Create RMA for 1 product »](#)

Material Part Number	Serial Number	Material Description	Warranty Status	Warranty Type	Repair Cost	Warranty Expiration Date	
E144246	K17C021692	ET1517L-7CWB-1-BL-ZB-G	In Warranty	Mail in for Repair	0.00	2021-01-11	<input checked="" type="checkbox"/>

Select the line(s) for which an RMA request is required.

Portal Home Services Portal **elo** Log off

RMA Processing - General Information [Portal Home & Login »](#)

General Info Confirmation Terms and Conditions Payment Complete

General Info

Email Address

Tech Support Case Number (optional)

Primary Reason For Return

PO Number (optional for your records)

Shipping Address

Shipping Country

Company Name

Attn (Name)

Street

City

Region/State Postal Code

Telephone Fax

Material Part Number	Serial Number	Warranty Status	Warranty Type	Repair Cost	Reason For Repair
E144246	K17C021692	In Warranty	Mail in for Repair	0.00	<input type="text"/>
				Total:	\$0.00

[Continue »](#)

Complete the required fields

Portal Home **elo** Register Log in

RMA Processing - Verification [Portal Home & Login »](#)

General Info Verification Terms and Conditions Payment Complete

Choose your Shipping Address

Confirm RMA Item List

Details

Material Part Number	Serial Number	Warranty Status	Warranty Type	Repair Cost	Reason For Repair
E144246	K17C021692	In Warranty	Mail in for Repair	0.00	unit does not start
				Total:	\$0.00

[Confirm »](#)

Select your Shipping Address.

Portal Home elo Register Log in

RMA Processing - Terms & Conditions Portal Home & Login »

General Info → Confirmation → Terms and Conditions → Payment → Complete

Terms and Conditions

All purchases of Elo products are subject to Elo's standard Terms of Sale which can be found at <https://www.elotouch.com/terms-of-sale>

I agree to the above Policy and Terms
Agree & Checkout »

Click on checkbox to accept **Terms and Conditions**, and continue via **Agree & Checkout**

Portal Home elo Register Log in

RMA Processing - Complete Portal Home »

General Info → Confirmation → Terms and Conditions → Payment → Complete

Your RMA has been submitted successfully!
 Below you will find your RMA details including how to print your return instructions. You have been sent an email with all of the information as well.

RMA Number: 4000242960

Status: submitted

[Print Return Instructions](#)

Shipping Address

BE test
 BE Street 1
 Diest, Region 3290
 BE
 📞 Tel: 013123456
 ✉️ mhertogen@hotmail.com

Payment Information

(n/a)

Details

Serial Number	Part Number	Qty	Return Reason	Comments
K17C021692	E144246	1	No Power	unit does not start

Click on **Print Return Instructions** to obtain the RMA Confirmation and Shipping Instructions. This document also provides the **service center address details**.



EloTouch RMA Confirmation Number & Shipping Instructions

RMA Number: 4000242960

RMA Return Address

CTDI GmbH
Bahndamm 39
33758 Schloss Holte-Stukenbrock
DE

RMA Date: 10/04/2019

- Include a copy of this document with your shipment
- The RMA number must appear on the outside of the carton(s) in BOLD print.
- The items on the shipment must match the correct number of units, model numbers and serial numbers specified in the RMA
- RMA numbers are valid for 45 days after they are issued.
- Use a traceable carrier for transport or a signed for service (i.e., DHL, Fed Ex, UPS, U.S. Priority Mail, etc.) The cost of the return shipping is paid by the customer.
- Elo Touch Solutions or equivalent packaging must be used to return product. This includes complete packaging: High-density foam and/or cardboard separators.
 - Elo recommends that all products 46 inches or larger be returned on a pallet.
 - Products arrived damaged during shipment, without an RMA number or without appropriate warranty information will be returned to the sender in their original condition and unrepaired. Products, damaged through neglect due to improper packaging or during shipment will have the warranty voided and will be processed and returned to you unrepaired.
- Controllers purchased as components must be returned in anti-static bags.
- For All-In-One touch computers, please backup or remove any aftermarket software or personal information saved on the device. This information may be deleted if the hard drive is replaced or formatted. Elo is not responsible for the loss of any software or data.
- Return only the defective part or product. Elo will not be responsible for returning or replacing any accessories or other items returned with defective product.
 - Remove and keep third party cases, cables, brackets, manuals, and disks. These items will not be returned.
- International returns should have the RMA number clearly written on all shipping documents and include the following statement on the Commercial Invoice: "Merchandise for In-Warranty repair/replacement. Returning to original manufacturer for repair of defective components. No commercial or resale value. Any declared value is for customs clearing purposes only."

Shipping Address

BE test
AMH
BE Street 1
Diest, Region 3290
BE
Tel: 013123456
mhertogen@hotmail.com

Fax:

Payment Information

(n/a)

Details









Serial Number	Part Number	Qty	Return Reason	Comments
K17C021692	E144246	1	No Power	unit does not start

Go to www.elotouch.com to view our Terms & Conditions or Elo's Repair Policy

B. Guest Access

Elo Portal – Guest Access

[Portal Home & Login »](#)

 <p>Inquire with our team about a product or application.</p> <p>Go »</p>	 <p>Check the current warranty status of a product by serial number.</p> <p>Go »</p>	 <p>As a guest, submit a one-time request for a unit to be repaired or returned.</p> <p>Go »</p>	 <p>Check the payment status of an invoice.</p> <p>Go »</p>
 <p>Request a CAD drawing of an Elo Open Frame for spec assessment.</p> <p>Go »</p>	 <p>Provide Customer Care feedback or contact team.</p> <p>Go »</p>	 <p>Learn how to connect & control your entire network of Elo android devices with EloView.</p> <p>Go »</p>	 <p>Submit an online request form to become a qualified Elo vendor or supplier.</p> <p>Go »</p>

Select 'check the **current warranty status** of a product serial number' to request RMA as Guest user

• OUT OF WARRANTY

Portal Home



Register Log in

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To submit a component, please contact customer service at EMEA.RMA@elotouch.com or + 32(0)16 70 45 40.

Contact Information

- Click [here](#) to help me find my part and serial number
- [Supplier Terms and Conditions](#)
- Component warranty status please contact us EMEA.RMA@elotouch.com or + 32(0)16 70 45 40.

Warranty Status Inquiry

- 1 Please enter valid serial numbers in the "Serial Number Lookup" box to the right to view the status of your warranty. Most serial numbers are located on the rear side of your monitor.
- 2 Click the "Lookup" button to view the warranty status.
- 3 Proceed to create RMAs.

Serial Number Lookup

1 serial number listed. (limited to 50)

B12L062399

Lookup

Warranty Status Results

Serial Numbers

Results

The product SN B12L062399 is Out of Warranty, warranty expired on 2015-08-02. [Please reference here](#) to request out of warranty repair services from Elo service partners.

If the serial number checked is no longer covered with warranty, no RMA can be requested via Global E-Services portal. Please use 'reference here' link to obtain further details from Elo service partners for out of warranty repair.