

Visual Planet Touch Foil Warranty Policy

Visual Planet Touch foils are warranted to be free from defects and other faults for a period of 1 year from the date of shipment.

Visual Planet will at their discretion either repair or replace a faulty touch foil if a fault is found during the warranty period.

Faults or damage caused by the user due to negligence, lack of training or caused maliciously in any installation environment is specifically excluded from the warranty.

Repair charges outside warranty

1. Controller	£50	
2. RS232 Cable	Up to 6 m	£15
	15 metre	£25
3. Foil repair	where a foil is damaged, or controller is detached due to user error £50 for replacement controller £50 labour charge	
4. Complete Foil	replacement foils outside warranty are priced at visual planet published list prices operating at the time	

Returns procedure

Where a foil is returned for evaluation and repair Visual Planet will prepare a report on the faults found with the foil and clarify if it is deemed to be reparable or not.

Any shipping charges during the warranty are the responsibility of the reseller.