

# Hatch® Limited Warranty

## MULTI-TOUCH TABLE



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### Thank you for purchasing the WePlaySmart Multi-Touch Table by Hatch.

Hatch includes a two-year limited warranty, initial on-site installation and training session, toll-free technical support and free online training.

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### Warranty Coverage

The WePlaySmart solution includes a two-year limited warranty that covers defects in workmanship and materials. The limited warranty begins on the date of product shipment. If an item proves defective within the first 90 days, Hatch will replace the defective item with a new one. Products that are proven defective after 90 days and within the two-year warranty period may be replaced with a unit of similar condition. Shipping charges for repair and replacement products covered under warranty are paid by Hatch within the continental United States. The customer is responsible for shipping charges to and from Alaska, Hawaii and Puerto Rico. User-induced issues are NOT covered under the limited warranty. User-induced issues not covered by the limited warranty include, but not limited to: exposure to viruses/malware, electrical surges, improper use, abuse and neglect. The two-year warranty does not cover theft, vandalism, or acts of God (electrical storms, floods, earthquakes, etc.). Assistance with out-of-warranty issues is available through Hatch's Repair Center with charges applied.

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### Standard Warranty

The WePlaySmart solution includes a two-year limited warranty that covers any defects in workmanship and materials:

- If an item proves defective within the first 90 days, Hatch will replace the defective item with a new one
- User-induced issues are not covered under the limited warranty
- User-induced issues include, but are not limited to, exposure to viruses/malware, electrical surges, improper use, abuse and neglect
- The two-year warranty does not cover theft, vandalism or Acts of Nature (flood, earthquake, etc.)

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### Extended Warranty

Hatch provides one and two-year warranty extensions that follow the same guidelines as the standard warranty, extending it by the specified time. This warranty can only be purchased at the time of sale.



## **Return-for-Repair Service** (available for in warranty customers)

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For Repair Service, customers obtain a Repair Authorization (RP) through our Technical Support line. An RP is required to begin the Repair Service process. Customers who choose an RP indicate agreement to pay any user-induced damage including shipping and handling charges. Emailed instructions explain how to package items in their original boxes or in boxes of similar size. Hatch schedules a pick-up arrangement. Please package return items with care, as return damage is not covered by Hatch's warranty and may result in additional charges. After repairs are complete, the item returns to the customer for use.

*Note: Hatch is not responsible for any customer-installed software applications or saved files. Please back up all necessary information prior to shipping the product to Hatch.*

## **Out-of-Warranty Service**

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At the end of the two-year limited warranty period, Hatch's toll-free Technical Support remains available at no charge. For any out-of-warranty support, please contact Technical Support by calling 800.624.7968 option 4 or by using our online Technical Support request form. Should out-of-warranty issues develop that cannot be resolved over the phone, a Repair Authorization (RP) is required to begin the repair service process. Customers can obtain an RP through our Technical Support line. Each out-of-warranty product returned to Hatch's Repair Center incurs a non-refundable charge of \$100 that covers repair evaluation and shipping/handling fees. This fee is applied to the customer's total repair invoice. Upon completion of evaluation, Hatch sends a repair cost estimate to the customer for approval. If the customer approves the repair estimate, Hatch ships the repaired item and an invoice for the complete balance with the customer within two business days. If the customer does not approve the estimate, Hatch ships the item back to the customer without repairs completed.

## **Training and Professional Development**

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Hatch provides initial on-site installation and training to ensure the WePlaySmart solution is effectively implemented. To support our customers after the initial on-site implementation and instruction, Hatch provides free online product training. To access our online professional development options, please visit [HatchEarlyLearning.com/Customer-Support/Hatch-Training](http://HatchEarlyLearning.com/Customer-Support/Hatch-Training).

## **Technical Support**

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Should an issue occur, you can find troubleshooting tips and Frequently Asked Questions on the Hatch website at [HatchEarlyLearning.com/Customer-Support/Hatch-Tech-Support](http://HatchEarlyLearning.com/Customer-Support/Hatch-Tech-Support). You can also call our Technical Support team at 800.624.7968 option 4, or request help using our web form on the Technical Support webpage.

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**Hatch Customer Care**  
800.624.7968 option 4  
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[www.hatchearlylearning.com/customer-support/](http://www.hatchearlylearning.com/customer-support/)  
Part#: WPSWAR

  
*The Early Learning Experts®*