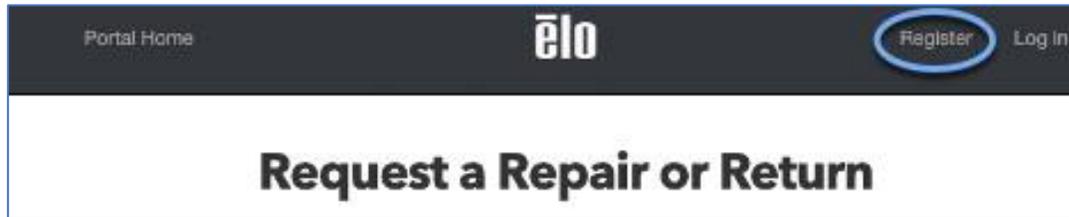




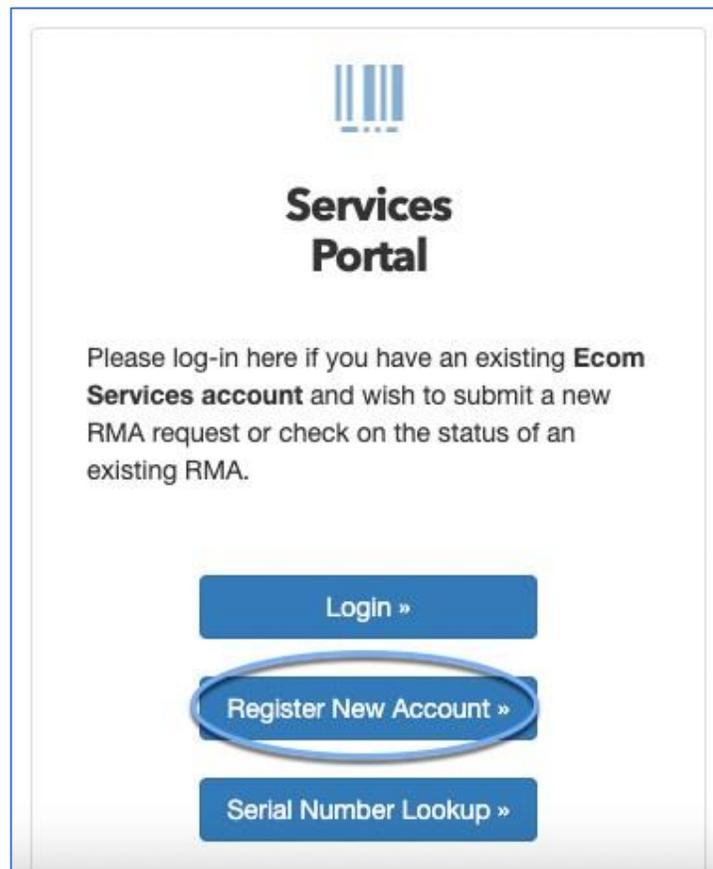
Elo Touch Services Portal User Guide

Welcome to the Elo Touch Services Portal!

1. Click [here](#) to log into the RMA Portal or type the following web address into a browser to begin: <https://portal.elotouch.com/Services>
 - a. First, an account will need to be created before submitting a request for a repair or return. Click **Register**



2. Click **Register New Account**



3. Fill in the fields and *click* Register

Create A Services Account

Enter your email address
and password below to register.

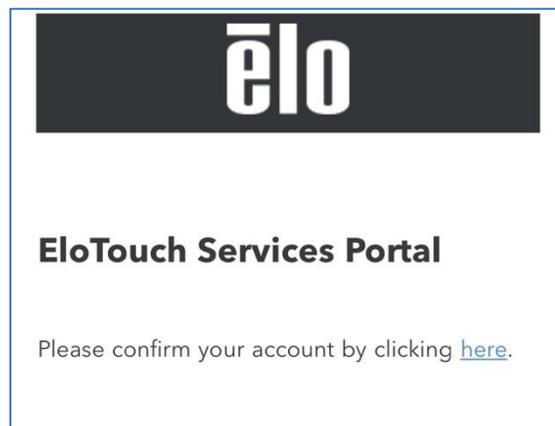
Email

Password

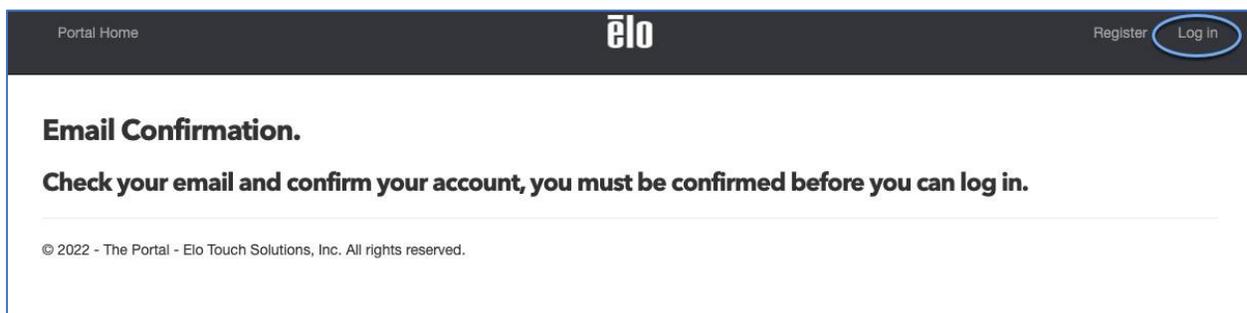
Confirm password

Register

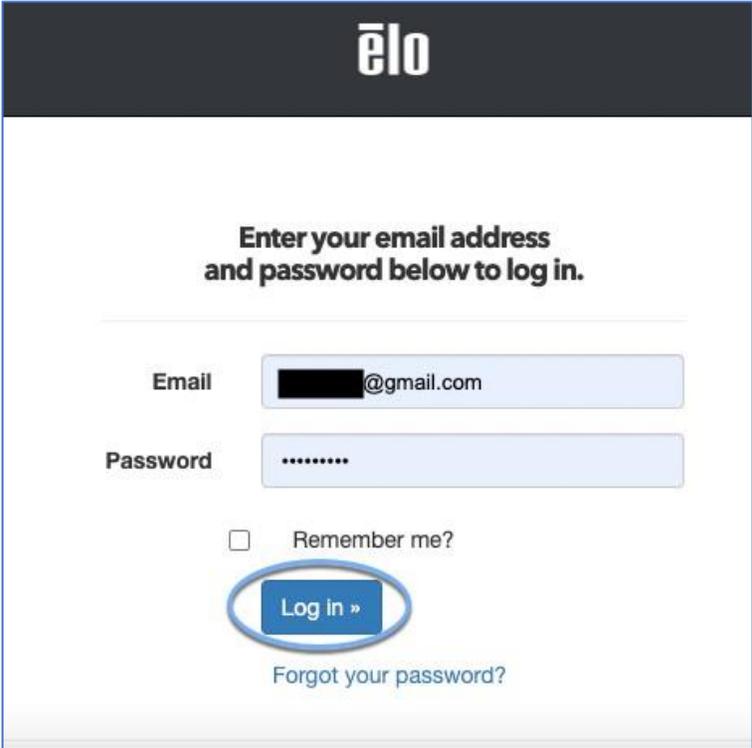
4. After clicking register, an email confirmation message will show on the screen and an email will be sent to the registered email account. Open the Elo email and click the link to confirm the email address is valid.



5. *Click* Log In on the email confirmation page



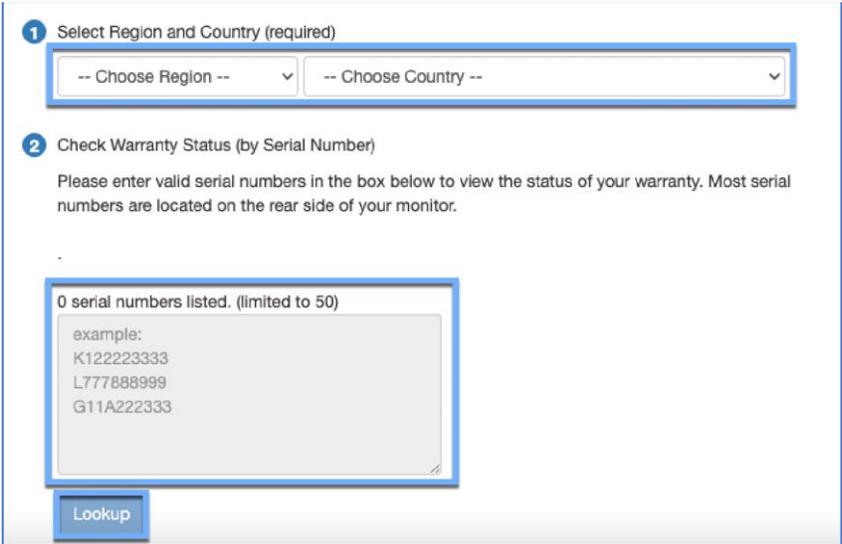
6. Credentials will auto-populate, if not, manually enter them and *click Log In*



The image shows the Elo login page. At the top is the 'elo' logo. Below it is the instruction: 'Enter your email address and password below to log in.' There are two input fields: 'Email' with the value '████████@gmail.com' and 'Password' with '.....'. Below the password field is a checkbox for 'Remember me?'. A blue 'Log in >' button is circled in blue. Below the button is a link for 'Forgot your password?'.

7. *Select Region* and *Country* from the drop-down and enter the serial numbers for the product(s) needing repaired or returned.

IMPORTANT: Please double check the serial numbers are correct, it is very easy to mistype and may cause the wrong unit with a similar number to populate.



The image shows a warranty status lookup form. Step 1 is 'Select Region and Country (required)', with two dropdown menus: '-- Choose Region --' and '-- Choose Country --'. Step 2 is 'Check Warranty Status (by Serial Number)', with instructions: 'Please enter valid serial numbers in the box below to view the status of your warranty. Most serial numbers are located on the rear side of your monitor.' Below the instructions is a text input box containing '0 serial numbers listed. (limited to 50)' and an example of serial numbers: 'example: K122223333, L777888999, G11A222333'. A blue 'Lookup' button is at the bottom.

8. Complete the following:

- a. Choose from the **drop-down** menu the reason for return – Please select **“Physical Damage”** if the unit has any form of damage, even if other issues are present as well.

The warranty coverage details will generate. If the unit is not covered under the warranty, or it is expired, the **“Warranty Status Results”** shows what the repair cost will be if you choose to still have it repaired.

- b. Click **Create RMA for 1 product** to continue with the RMA if the unit(s) are in warranty or if you would like to pay the fee to repair.

Please double check the serial numbers are correct under **“Serial Number”** and fix any errors in the previous step.

Serial Number	Material Part Number	Material Description	Warranty Status	Cost	Warranty End Date	Reason For Return
E223	E48	ET2202L	RKNV	In Warranty	0.00	08/10/2025

Warranty Coverage

Warranty Coverage	End Date	Remaining
Standard Warranty	08/10/2025	93%

- 9. Enter the **Shipping Address** – This will be where the unit(s) currently are/where they will be returned to after the repairs are made.

RMA Processing - General Information

Portal Home & Login »

General Info Confirmation Terms and Conditions Payment Complete

General Info

Email Address @elotouch.com

Region North America

Country North America - United States of America (US)

PO Number (optional for your records)

Shipping Address

Existing Addresses Choose A Shipping Address...

Company Name

Attn (Name)

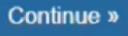
Street

City

Region/State Postal Code

Telephone Fax

10. Fill in the box “Reason For Repair” with as much detail as possible (up to 100 characters) to assist the technicians to find and fix the issue(s).

Then, click 

Material Part Number	Serial Number	Warranty Status	Warranty Type	Repair Cost	Return Reason	Reason For Repair
E441 [REDACTED]	L213011 [REDACTED]	In Warranty	Standard Warranty	0.00	Defective Material	<input type="text"/> Limited to 100 characters.

11. Confirm the address is correct and click **Verify**

Address Verification

USPS Address Verification

Elo Touch utilizes the United States Postal Service to verify shipping addresses. We do this to ensure accurate shipping.

Please verify the address below.

[REDACTED] LN
[REDACTED] TN 37931-3086

Address verified successfully.



12. Double check all the information is accurate and click  at the bottom of the page.

13. Check the box to agree to the “Terms and Conditions” and click “Agree & Checkout”

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



14. If the unit is out in warranty, you will be directed to submit payment via PayPal before the order is complete.

General Info > Confirmation > Terms and Conditions > **Payment** > Complete

Your total is \$499.

If you have an existing PayPal account, click the "PayPal" button below to make a payment and complete your RMA.
To pay with a credit card, click the "Debit or Credit Card" button below to make a payment and complete your RMA.

[PayPal](#)

[Pay Later](#)

[Debit or Credit Card](#)

Powered by [PayPal](#)

This total will be pre-tax. The invoiced total will include tax, which will be higher than the amount above. Charges will occur when the unit is shipped back.

Please note: Tax-exempt customers will need to contact [RMA Services](#) with the RMA # and code for this to be applied to the order.

15. If the unit is in warranty, or payment has been submitted, this will complete the order. An email will be sent with a summary of the return and instructions.

Click the [Print Return Instructions](#) button to print and review the return. The button will change to [Reprint Your RMA Instructions and Return Label](#) if this order was submitted prior to logging into the account. Please take a moment and review this information.

RMA - Full Details [« Back to Open RMAs](#)

RMA Number: 40003 [REDACTED]

Status: submitted

[Reprint Your RMA Instructions and Return Label](#)

Shipping Address

[REDACTED]
Ivana [REDACTED]
8600 [REDACTED] Ste 200
Chanhassen, MN 55317
US
Tel: 952 [REDACTED]
[REDACTED]@[REDACTED].com

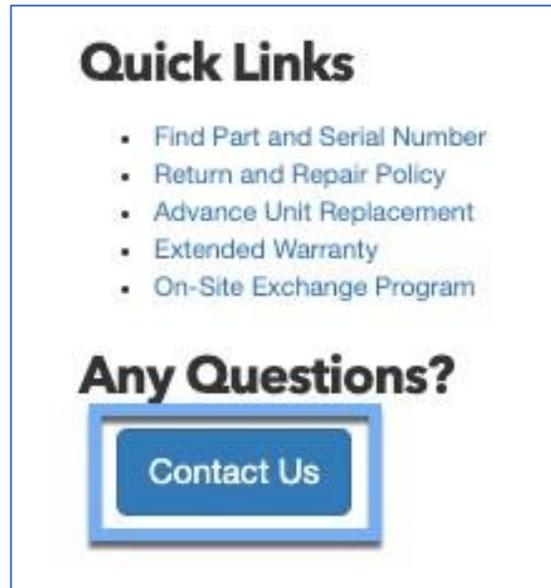
Payment Information

Date: 10/25/2022 09:17:11
Amount: \$199.00
Status: COMPLETED
Transaction ID: [REDACTED]

Details

Serial Number	Part Number	Qty	Return Reason	Warranty Type	Comments	Status
F21H [REDACTED]	E155645	1	Physical Damage	Standard Warranty	Cracked Screen	Not Received

If you encounter any problems with or have questions about your RMA, please utilize the [Contact Us](#) button on the Portal or contact the RMA department by email rmaservices@elotouch.com.



Quick Links

- [Find Part and Serial Number](#)
- [Return and Repair Policy](#)
- [Advance Unit Replacement](#)
- [Extended Warranty](#)
- [On-Site Exchange Program](#)

Any Questions?

[Contact Us](#)

Please refrain from contacting RMA Services or Tech Support to obtain an RMA, due to all applications must be done online.