

## Unilumin USA LLC - Limited Warranty Terms & Conditions

For technical assistance, please contact us in the following ways:

### Unilumin USA LLC

**Phone Number:** 407-574-2131 (Main)

**Service & Support:** [Service@Unilumin-USA.com](mailto:Service@Unilumin-USA.com)

**Address:** 8022 Horizon Park Dr Unit 800, Orlando, FL32809,USA.

**Applicable Region:** United States

Unilumin USA LLC (hereinafter "UNILUMIN USA") classified as the Seller of products ("Products") or supply of services ("Services") shall be subject to the terms and conditions below, as far as they do not conflict with any other contractual provisions expressly agreed between Buyer (customer/purchaser or owner of Products and/or Services hereinafter "Buyer") and the Seller. No other general terms and conditions that may be referred to in Buyer's request for proposal or order shall apply, even if these have not been rejected by Seller.

### 1.) WARRANTY

- 1.1) UNILUMIN USA, provides a limited warranty on its Products; terms and conditions of this warranty are that Products shall be free from any defect in materials or workmanship for a period of two (2) years for all products except for UpanelS which comes with a standard (3) years in parts and repair labor services at a certified Unilumin Service center. Onsite repair services are not included, unless authorized and approved by Unilumin USA.
- 1.2) The Limited Warranty begins from the date of delivery and shall only extend to the original end-user within all states in the United States and Canada (not including resold products) however product warranties can be transferred if the following requirements are met. a.) The product warranty term has not expired b.) and a formal warranty transfer letter has been completed and submitted for review, acknowledgement and approval by UNILUMIN USA.
- 1.3) Original End-User is defined as buyers who purchased UNILUMIN USA products from UNILUMIN USA directly or from an UNILUMIN USA distributor authorized to resell under UNILUMIN USA brand.
- 1.4) The Products purchased by UNILUMIN USA resale channel partners for their own use shall be covered by this Limited Warranty.
- 1.5) NO PERSON (INCLUDING ANY AGENT, DISTRIBUTOR, OR REPRESENTATIVE OF UNILUMIN USA) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY DIFFERENT FROM THIS LIMITED WARRANTY. Unless otherwise explicitly written in contract, appendixes, warranty riders approved by UNILUMIN USA, any warranty clause in purchase orders, or other types of purchase evidence (including emails) that conflicts with this limited warranty shall automatically become invalid.

- 1.6) The terms of the Limited Warranty in effect as of the date of original purchase shall apply to any warranty claims.
- 1.7) In case of repair or replacement, the warranty coverage period shall continue to its original expiry date or 90 Calendar Days after the repair or replacement, whichever is longer.
- 1.8) Any non UNILUMIN USA or branded UNILUMIN USA product/s such as third-party product/s or any part thereof which Seller merely resells with the Products and/or Services, is subject to the original manufacturer's warranty only unless otherwise stated within a contractual agreement issued by UNILUMIN USA.

## **2.) WARRANTY CLAIMS AND PROCEDURES**

- 2.1) During the applicable Limited Warranty Period outlined above, the Buyer's sole and exclusive remedy for any breach of the Limited Warranty will be, at UNILUMIN USA's sole discretion and option, the repair or replacement of the defective product or a credit up to the amount of the original purchase price. UNILUMIN USA reserves the right to determine whether a product is defective at its sole discretion. Customer shall provide detailed description of the problems occurred each time and the service history.
- 2.2) To be entitled to rights under the Limited Warranty, the customer must notify UNILUMIN USA or its authorized technical support center in the customer's area in writing within Ten (10) calendar days after discovering a suspected defect in any product, but in any event prior to the expiration of the applicable Limited Warranty Period. Following its receipt of any such customer notice, UNILUMIN USA will determine whether the reported problem is covered by this Limited Warranty. If UNILUMIN USA determines that the problem is covered, a Return Material Authorization (RMA) number will be issued. The RMA# must be clearly marked on the packing. Unauthorized return/s delivered via Pay Upon Arrival will be rejected.
- 2.3) Returned products shall be delivered in proper packaging with insurance in the name of the customer. UNILUMIN USA is not liable for any damage that occurs during return delivery due to improper packing, shipping, or any other issues. All returned products must be properly packed with double-layer packaging based on recommended materials like foam and other foam-made protective packaging materials. Costs for shipping the return products to UNILUMIN USA shall be paid by the customer. For products within the limited warranty period, UNILUMIN USA will cover the shipping cost for delivering the repaired or replaced product back to the customer. The delivery back address should be one of the 50 states within the United States or Canada, and UNILUMIN USA will choose the proper means of transportation at its sole discretion. Normal delivery method is standard ground shipping; if the customer needs ground express or air shipping, shipping cost shall be paid by the customer. For shipping, back to customers outside the 50 states in the United States and Canada, shipping cost shall be paid by the customer.
- 2.4) For products within the Limited Warranty period, the warranty is valid only upon presentation of the proof of purchase consisting of original invoice or sales slip indicating the date of purchase, model and serial number.

## **3.) WARRANTY REMEDIES**

- 3.1) UNILUMIN USA will provide customer with new, rebuilt, refurbished or alternate product (or part thereof) of equal or improved quality, as exchange product (or part thereof) to replace eligible

defective product (or part thereof).

- 3.2) UNILUMIN USA will provide Services again to correct failure of, in the event UNILUMIN USA has determined it is at fault for delivery of Services sold or if they did not meet the scope of work requirements promised or guaranteed within the set written agreement or Service offering.
- 3.3) Determination of an alternate product (or part thereof) shall be at the sole discretion of UNILUMIN USA. Any alternate product (or part thereof) will meet or exceed the specifications of the replaced product (or part thereof). Rebuilt or refurbished product may bear minor cosmetic blemishes that do not affect performance. Unless otherwise specified by UNILUMIN USA in writing, repaired or replaced product (or parts thereof) are covered only for the remainder of the term of the limited warranty period of the item it is replacing. All defective product (or parts thereof) replaced by UNILUMIN USA become the property of UNILUMIN USA.
- 3.4) In the case of a credit, the credit shall be based on the products prorated value off the original purchase price from UNILUMIN USA unless otherwise determined and approved by UNILUMIN USA.
- 3.5) Returned products must be delivered to UNILUMIN USA before the expiration of the limited warranty period unless approved by UNILUMIN USA.

#### **4.) POST WARRANTY PRODUCTS & SERVICES SUPPORT**

- 4.1) If the Buyer needs products repaired beyond the applicable limited warranty period, customer can contact UNILUMIN USA for an RMA#.
- 4.2) Any repair/replacement of parts will be subject to pricing and standard labor rates.
- 4.3) Unilumin Products produced and sold in other regions globally that do not meet the regulatory guidelines and certifications of the United States of America will not be serviced or supported.
- 4.4) Repair Parts are subject to availability and not guaranteed after the warranty period by UNILUMIN USA unless otherwise stated within an active and signed UNILUMIN USA Service contract.
- 4.5) UNILUMIN USA is not liable for any delay due to shipping or repair service or any loss or damage to other products or accessories delivered to UNILUMIN USA together with the product to be repaired.

#### **5.) LIMITED WARRANTY EXCEPTIONS**

Does not cover the following:

- 5.1) Normal wear and natural aging of parts, including but not limited to LED lamps, connecting devices, shaders, sockets, etc.
- 5.2) Defects, failures, damages or performance limitations caused in whole or in part by customer misuse, mishandling, improper operation, tampering, abuse, neglect or any other customer misconduct.
- 5.3) Products repaired or serviced by unauthorized personnel, removal of warning labels, original seals or serial numbers and or protection devices, use of non-factory parts for service or repair.
- 5.4) Defects, failures, damages or performance limitations caused in whole or in part by accidents in which UNILUMIN USA has no control over or by force majeure, including but not limited to technology attacks, war, terrorist activities, epidemic, embargos, quarantines, lightning strikes, flood, fire, earthquake, etc.
- 5.5) Product exposed in extreme conditions, including but not limited to extreme weather conditions, humidity, salinity, stress, radiation, lightning strike, acts of god, water condition / exposure that exceeds the specified IP rating, etc.
- 5.6) Product used in conditions beyond product parameter range, including but not limited to lower or higher voltage conditions, extreme or excessive power surges, improper power connections;

- 5.7) Use of high-pressure washes or exposure to concentrated detergents or other chemical agents or solvents.
- 5.8) "Burn In" caused by continuous static (non-moving, non-motion) images
- 5.9) Natural reduction in brightness and/or color under normal operation. Slight difference in brightness and color without compromising product functionality.  
There might be differences in brightness and color for different batches of products. Though UNILUMIN USA adheres to a demanding standard in LED lamp bin tolerance, UNILUMIN USA does not guarantee full consistency in brightness or color when mixing products of different batches. LED Screen/s shall be stored in dry and ventilated area. If the screen was damaged due to inappropriate environment, UNILUMIN USA will not be responsible.
- 5.10) The warranty shall automatically become invalid if the original product identity information is lost.
- 5.11) Alterations and/or Modifications to any part of UNILUMIN USA's product, without UNILUMIN USA's written authorization unconditionally VOIDS the Limited Warranty.
- 5.12) Seam performance and flatness depend largely on installation structure and installation process. UNILUMIN USA is not responsible for any display error caused by installation structure and/or installation methods, which should be worked by and between display user and steel structure company or the installer so the installation method can be adjusted until the screen fits the tolerance. Seam and flatness of UNILUMIN USA products within UNILUMIN USA standard tolerance should all be regarded as qualified products. If the tolerance range in an UNILUMIN USA panel is too wide and significantly affects the display, UNILUMIN USA should be responsible to keep display tolerance within standard tolerances. The detailed technical standard information will be attached in the quotation file.

## **6.) DISCLAIMER OF WARRANTY**

- 6.1) Except as otherwise expressly agreed by UNILUMIN USA in writing, this limited warranty applies in lieu of any and all other express or implied warranties, and UNILUMIN USA makes no other representations, warranties or conditions, written or oral, or implied warranty or condition of noninfringement, merchantability or fitness for a particular use or purpose, all of which other warranties or conditions are hereby expressly disclaimed and excluded to the fullest extent permitted by applicable law.

## **7.) LIMITATION ON LIABILITY**

- 7.1) To the fullest extent permitted by applicable law, UNILUMIN USA will have no liability for any consequential, incidental, special, exemplary or punitive damages, including without limitation lost revenues or profits, whether or not UNILUMIN USA has been advised that any such damages had occurred.
- 7.2) Unilumin USA specifically disclaims any liability due to death, damages or injury due to inappropriate use, mounting, or hanging of the specified displays.
- 7.3) UNILUMIN USA's total liability from all causes of action and under all theories of liability will be limited to the price paid by the customer for the specific product or service upon which a claim is based.
- 7.4) This warranty is governed by the laws of the state of Florida, USA.

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## Technical Service Contact Information

### Technical Support & Onsite Services

For technical questions and support or field onsite services requiring response please contact the Unilumin USA Technical Support Center at:

[Support@Unilumin-USA.com](mailto:Support@Unilumin-USA.com)

### Repair & Warranty Service

For all Warranty and Non-Warranty repair service requests please submit an electronic service requests through the Unilumin Service Portal.

<https://app.servicefusion.com/unilumin>

### Technical Support, Service, and Sales Inquiries

For all technical support, service, and sales inquiries, please call us at

(407)574-8946

then select the extension you would like to reach.

### Repair Return Material Authorization (RMA) Process

#### Step 1

Submit an Repair RMA Request via Unilumin Service Portal.

<https://app.servicefusion.com/unilumin>

If you don't have an account yet, please email [service@unilumin-usa.com](mailto:service@unilumin-usa.com) to obtain one. Please do not try to create your own account.

#### Step 2

Keep RMA request # as reference, Unilumin USA Technical Support Team will issue an RMA form. Please attach Repair RMA Dossier Tag to the outside of each shipping container being sent in for service.

#### Step 3

Ship Repair RMA to the assigned Unilumin USA Repair Center.

Non-Warranty claims/repairs and Inspection services will follow with a quotation and purchase order requirement prior to processing the Service Repair RMA.

Please send any service related inquiries to

[Service@Unilumin-USA.com](mailto:Service@Unilumin-USA.com)

