

Unilumin Service Offerings

The world's leading provider of LED display and lighting products and Metasight solutions

Prepaid RMA Membership Program

RMA TAT Commitment:

Indoor product: 1-100pcs within 5 business days; 101-200pcs within 10 business days; 201-350 within 15 business days, 350pcs+ customized TAT.

Outdoor product: 1-50pcs within 5 business days; 51-100pcs within 10 business days; 101-150 within 15 business days, 350pcs+ customized TAT.

Prepay Credit (for RMA use only):

Prepay \$5000-\$9999, get 5% in credit; \$10000-\$49999 get 10% in credit; \$50000+ get 15% in credit.

Extended Warranty Service

During the period of the service agreement:

Warranty Coverage: LED Module, PSU, Receiving card, HUB Board, Controller, Processor.

Damage Type: All damage types covered including physical damages for above hardware.

Unlimited RMA: with no quantity or frequency limits.

Additional Offer: 1 day onsite inspection/support service per year.

Annual Maintenance Program

During the period of the service agreement:

Routine onsite maintenance: inspection, pixel repair, firmware update, etc.

Advance replacements for accessories (excluding LED modules and frames): limited quantity per year.

Onsite support/training: 2 days per year.

For more details, please reach out to: service@UNILUMIN-USA.COM

