

# Standard LCD/LED Digital Signage Warranty

## 1. General Coverage

- Covers hardware failure only; excludes accidental damage or user error.
- External structures, enclosures, and framework are not included.
- 14-day return policy. All returns require an RMA from JTECH. Return freight responsibility belongs to the customer. Returns must be in original packaging and be in NEW and resalable condition. All returns are subject to a 15% restocking fee.
  - Custom items are not returnable.
  - Software programming and installation expenses are not refundable.
- Standard commercial warranty duration: 2 years from the date of invoice to the end user.
- Optional warranty extensions are available for an additional cost. These extended warranties must be purchased at the time of order and clearly noted on the sales invoice.
- Batteries: Any Digital Signage product that utilizes a battery will come with a 12-month battery warranty. Batteries are not eligible for warranty extensions.

## 2. Components Covered

The warranty includes the following electrical components of the display:

- LED/LCD modules
- FOR LED modules: dead/isolated pixel limits apply. Non-functioning modules are covered. If the burnt-out pixel count on a single module is over 6, the module will be covered.
- Power Supply Unit
- Internal Receiving Card
- Power and Data Cabling

Installation Clearance Requirement:

For external displays mounted on a solid wall, framework, or enclosure, a minimum 4-inch clearance is required for front maintenance and removal of the central power and sending card. Failure to meet this requirement may prevent component replacement.

## 3. Warranty Claim Process

Due to the size and weight of most Digital Signage products, shipping costs are expensive. Whenever possible, all warranty repairs will be done using replacement parts shipped to the end user for self-install with step-by-step guidance from a JTECH repair technician. Most Digital Signage components are easily swapped with little effort.

- All suspected hardware failures must be reported to JTECH immediately.
- JTECH will provide technical support via phone, video call, and/or email to confirm hardware failure.
- Once confirmed, advanced replacement parts will be shipped via courier along with guidance for swapping faulty components.
- Faulty parts must be repackaged using the original replacement-part packaging.
  - After confirmation of proper packaging, JTECH will arrange courier collection.
- If replacement parts are unavailable:
  - JTECH may request that faulty parts be packaged and collected for return-to-base repair at JTECH's cost.
  - Repaired parts will be returned to the client via courier at no cost to the client.
- Packaging Responsibility:
  - JTECH assumes no liability for damage created during transit. Please be sure to package any products or components properly. Freight insurance is recommended.
- If a returned product is found to be in full working order, JTECH accepts no liability and all associated costs will be charged to the customer.

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## 4. Shipping and Delivery:

- All costs of shipping, return shipping, customs clearance, duties and other similar charges related to JTECH Digital Signage Products will be borne by the end user.
- U.S. shipments are F.O.B. Origin JTECH Global Enterprises, Duluth, Georgia, via various freight carriers. International shipments are F.O.B. Origin, using various freight carriers via best method at JTECH's discretion. The above conditions apply unless instructed otherwise. Note: F.O.B. Origin means the buyer assumes ownership and risk as soon as the goods leave the seller's warehouse. Please request JTECH to purchase freight insurance if you would like to protect your shipment while in transit.

## 5. Lead Times for Custom or Out-of-Stock Items

Turnaround times depend on factors such as availability, production schedules, and shipping timelines.

## 6. Warranty Exclusions

This warranty applies only to hardware failure and does not cover (including but not limited to):

- Third-party hardware or software (Media Players, LED/LCD Controllers, Sensors, etc.)
- Damage during shipment, delivery, or installation. Freight insurance is available at additional cost.
- Integration into enclosures/kiosks with inadequate airflow or ventilation
- Improper applications or unintended uses
- Altered products or removed/altered serial numbers
- Cosmetic damage or exterior finish issues
- Accidents, abuse, vandalism, neglect, fire, water, lightning, sun, or other natural elements
- Unauthorized products, parts, accessories, wiring, or repairs
- Incorrect electrical voltage, surges, or fluctuations. Surge protectors are recommended.
- Failure to follow operating, cleaning, maintenance, or environmental instructions
- Product removal or reinstallation
- Display issues caused by noise, interference, or signal transmission problems
- Reduced screen brightness due to normal aging
- Burn-in, image retention, or image sticking
- Defective pixels within accepted tolerance limits

## 7. Warranty Disclaimer

Except for the warranties stated above, no other warranty (express, implied, or statutory) is provided by JTECH regarding the hardware.