

# Warranty Guidelines

TVI Electronics is committed to providing quality products to their customers. In the event the customer is experiencing the problems with product(s) purchased from TVI Electronics, these guidelines are intended to provide the customer with information for contacting TVI Electronics' Customer Service and, if needed, obtaining a Return Material Authorization (RMA) number for the product(s).

## 1. WARRANTY

TVI Electronics warrants performance of its hardware products to the specifications applicable at the time of sale in accordance with TVI Electronics' standard warranty. TVI Electronics products come with either a one-year or a two-year limited warranty. The information below is a description of TVI Electronics' limited warranty for products purchased.

All TVI Electronics products have been manufactured to your company's or your own specifications as a part for use in your company's or own general electronic products.

We cannot take responsibility if the product is used in medical devices, nuclear power control equipment, aerospace equipment, fire and security systems, or any other applications in which there is a direct risk to human life and where extremely high levels of reliability are required.

Customers are responsible for their products and applications using TVI Electronics components. To minimize the risks associated with customer products and applications, customers should provide adequate design and operating safeguards.

Custom and/or customized items may carry the warranties listed hereunder; however, they are non-returnable and non-refundable.

### 1.1. Warranty Parts

1.1.1. LCD (Character, Monochrome, TFT, OLED): TVI Electronics will supply, at no charge, new or a rebuilt LCD in exchange of the defective part for a period of one (1) year from the date of purchase when stored or used as specified under normal conditions within contents of these sheets. The warranty for the initial deflection such as appearance deflection is limited to 1 month.

1.1.2. Touch Screen Panel (Resistive and SAW): TVI Electronics will supply, at no charge, new or a rebuilt touch panel in exchange of the defective part for a period of one (1) year from the date of purchase when stored or used as specified under normal conditions within contents of these sheets. The warranty for the initial deflection such as appearance deflection is limited to 1 month.

1.1.3. Controller and Accessories: TVI Electronics will supply, at no charge, new or rebuilt replacements in exchange of defective parts for a period of two (2) years from the date of purchase when stored or used as specified under normal conditions within contents of these sheets.

1.1.4. Labor: TVI Electronics will provide labor for repairing defective parts at no charge if those defective parts are repairable for a period of one (1) year (LCD, Touch Screen Panel) and two (2) years (Controller and Accessories) from the date of purchase.

## 1.2. Warranty Exceptions

Following conditions are not covered by the warranty and are subject to change.

1.2.1. Any malfunctions and damages during transportation and transfer by user.

1.2.2. Any malfunctions and damages caused by static electricity, electrostatic discharge (ESD) or application of incorrect voltage.

1.2.3. Any malfunctions and damages caused by a natural disaster or a fire.

1.2.4. Any malfunctions and damages caused by the failure of the associated equipment.

1.2.5. Any malfunctions and damages caused by an improper installation (including an incidental or consequential damages), usage and handling against the specifications and notes.

1.2.6. Any malfunctions and damages caused by an application of strong external force or mechanical stress to the product.

1.2.7. Any malfunctions and damages caused by an additional manufacturing of the product (including disassembly and reassembly), remodeling or repairing by the user or unauthorized personnel after product delivery.

1.2.8. If the product is glued onto the equipment and then uninstalled.

1.2.9. Custom products are not eligible for Warranty Replacement.

## 2. HOW TO OBTAIN WARRANTY SERVICES

If the product fails to meet the requirements of this warranty and TVI Electronics receives the product and all other required information and materials from you before the end of the warranty period, we will repair and/or replace (at TVI Electronics' discretion) the product. To claim under this warranty, you must return the product to TVI Electronics with proof of purchase. You will be responsible for all shipping and insurance charges. You assume all risk of loss and/or damage to the product until it arrives to TVI Electronics. Damage or loss as a result of improper packaging may invalidate both the RMA and the warranty. If TVI Electronics reasonably determines that the product has not failed to meet the standards of the warranty, you will be liable for the cost of return shipment to you. TVI Electronics may require payment of such costs before returning the product to you, and the risk of loss and/or damage will remain with you notwithstanding TVI Electronics' possession of the Product.

Should you elect to return the product for any reason during the warranty period, you must follow the guidelines below.

2.1. You must first notify TVI Electronics Customer Service dept. by sending e-mail to [support@tvielectronics.com](mailto:support@tvielectronics.com). Please include the following information in your email:

- The full name of purchaser (for example, Jo Doe).
- The email address used to place the order (for example, jodoe@domain.com).
- The EXACT TVI Electronics order number.
- A brief product description.
- The condition of the product (opened, unopened, defective, damaged).
- The reason for returning the product.
- If the product is defective or damaged, please tell us if you want an exchange for the same product or credit.

RETURNS WILL NOT BE ACCEPTED WITHOUT PRIOR APPROVAL BY OUR CUSTOMER SERVICE.

2.2. If the customer service personnel have determined that your product needs to be serviced, you will be given the further instructions on how to obtain RMA # (Return Merchandise Authorization Number) online for sending your product in for service. RMA numbers are valid for 15 days after the date of issue. Purchaser is responsible for return of merchandise within the allotted time. RMA numbers will NOT be extended or re-issued. Expired RMA's will not be accepted and refunds will not be allowed. Any parts returned to TVI Electronics without a valid RMA # may result in a restock fee of up to 40% or be returned to the customer at their expense.

2.3. You must deliver the product insured and freight prepaid in the original package or package with equal degree of protection as instructed by customer service department. An analysis report is required, explaining the problem with each unit. Download and complete the [Returned Goods Form](#) and enclose with your return. Without the report it may cause a delay in repairing the unit(s). The RMA# must be clearly marked outside of the package. Your return address must be included. Returns should be sent to:

TVI Electronics, LLC  
Attn. Returns Department  
2211 Rayford Rd.  
Ste. 111-332  
Spring, TX 77386

2.4. If TVI Electronics repairs or replaces a product, its limited warranty term is not extended. TVI Electronics will pay for the return shipment of defective product and any replacement products will be shipped at the customer's expense.

2.5. If the product is out of the warranty, you will be quoted for the evaluation and replacement or repair cost of product based on model. No work will be performed until your approval on all the charges is confirmed. TVI Electronics owns all parts removed

from repaired products. TVI Electronics uses new and/or reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. Electing not to have TVI Electronics repair the product, the product will be returned to you as is. To help customers avoid RMA evaluation charge, TVI Electronics offers [RMA Guide](#) to the most common problems. These problems are often caused by mishandling or improper testing at the customer's location. Please review these problems before requesting an RMA.

### 3. RETURNS FOR CREDIT

To receive credit where applicable for standard product, the product must be in resalable condition. We will make that determination after evaluating the returned product. TVI Electronics may refuse credit for any of the following conditions:

1. Failure to provide a suitable operating environment
2. Improper installation, handling or testing
3. Use of the product for purposes other than those for which it was designed
4. Failure to monitor or operate the product in accordance with applicable seller specifications and good industry practices
5. Abuse, misuse, neglect, or accidental damage
6. Unusual mechanical, physical, or electrical stress, scratches, or dents
7. Unauthorized attachment, removal, or alteration of any part of the product
8. Modifications or repairs done by parties other than the seller
9. Failure to return units with the complete accessories originally supplied.
10. TVI Electronics is under NO obligation to accept RMA's for wrongly ordered goods. TVI Electronics MAY consider exceptions based on individual situations, a minimum 15% and up to 40% restocking fee will apply. Products beyond 1 (one) month in age are not eligible for consideration.
11. If within 7 days of product receipt the purchaser notifies TVI Electronics that the product is defective or damaged, we may waive the restocking fee. The restocking fee may also be waived for the following:
  - a. An incorrect product shipped by TVI Electronics in error
  - b. The Product is not as stated on your original purchase order

### 4. CUSTOM/SPECIAL ORDERS

A Custom order is an item that we do not stock and that is ordered or manufactured by TVI Electronics for the customer's specific needs. If buyer's order requests a custom finish on the goods, the order shall be considered non-cancellable and all goods are non-returnable or exchangeable. Buyer is responsible for the costs of the goods and expenses incurred in production of the custom goods, including, but not limited to, the cost of the fixtures, the costs of non-stock parts, the labor, and overhead incurred in the production of custom order.

Cancellation of a custom/special order, once the project has started or been completed, forfeits the return of prepayments and deposits in order for TVI Electronics to recoup its costs. Due to the custom nature of these products unfortunately we must charge a 50% restocking fee should the order need to be cancelled for any reason.

In the event the customer refuses to accept shipment or fails to make any payment when due, TVI Electronics may take immediate possession of any of the goods and may suspend or cancel shipment to customer. TVI Electronics also has a right to retain the possession of the goods until the claim is paid.