

## WARRANTY

Meeting Machines displays feature a 2 year limited hardware warranty as set forth below. This warranty period begins on the date Meeting Machines initially ships the Product.

### Eligibility

The Meeting Machines 2-Year Warranty covers displays purchased from a Meeting Machines dealer or distributor.

### Limited Hardware Warranty

Meeting Machines warrants the displays to be free from defects in material and workmanship during the warranty period noted above. If, in Meeting Machines determination, a display proves to be defective in material or workmanship during the warranty period, Meeting Machines will either repair the display or replace it with a similar new or refurbished display per one of the options below.

### Replacement Options and Guidelines

If you are in the contiguous US (excludes Alaska, Hawaii and US Territories), see section A below. If you are outside the contiguous US, see section B below.

#### A. "Advance Replacement" Claim Procedure for Products located within the contiguous United States

Upon discovering a problem with the display, contact Meeting Machines at (1-214-282-9758). You must have the model number, serial number and original proof-of-purchase available. Meeting Machines will attempt to correct any minor issues that might be causing the problem via phone or email. If this fails to resolve the problem, a return material authorization (RMA) number will be issued.

If the defective display is reported to Meeting Machines within the 1-year warranty period and a valid credit card is provided to ensure return of the defective display, Meeting Machines will ship you an Advance Replacement Display (no accessories included). Depending on your location, it may take 2 to 4 days for the replacement to arrive.

Meeting Machines must receive the defective display in otherwise good condition within 14 days following the delivery of the Advance Replacement display to you. If the defective display is not received by Meeting Machines within the 14-day timeframe, or if the warranty is voided due to any applicable Warranty Exclusion (see below), your credit card will be charged for the current MSRP of the display that was shipped in advance.

- 1) Return the defective display in the box in which the Advance Replacement Display was shipped to you, using the same packing materials.
- 2) Return only the defective Product. Meeting Machines will not be responsible for returning or replacing any accessories or peripherals that are returned with the defective Display. You will call the shipping pick-up number provided with the Advance Replacement Display for package pick-up, or take it to your local FedEx drop-off location. You are responsible for any shipping costs incurred when returning the defective Display by any method other than FedEx ground. Verify that the serial number on the RMA return label matches the serial number of the defective Display being returned. Attach the prepaid RMA return label that was included with the Advance Replacement Display.

## B. "Return and Replace" Claim Procedure for Products not located in the contiguous United States

- 1) If you are unable or unwilling to provide a valid credit card to use the Advance Replacement option, or if you are located outside of the contiguous US, Meeting Machines will provide "Return and Replace" service.
- 2) After receiving an RMA from Meeting Machines, return the defective display with sufficient packing materials to prevent damage during shipment. Meeting Machines will charge you an amount not to exceed the current MSRP for the Product for any damage to the Product caused by shipping. Return only the defective Product. Meeting Machines will not be responsible for returning or replacing any accessories or peripherals that are returned with the defective display.
- 3) You are responsible for any shipping costs incurred when returning the defective Product to Meeting Machines; Meeting Machines will pay for the shipment of the replacement display to you.
- 4) A replacement unit will be shipped out to you once your defective unit is received.

### Warranty Exclusions

The following conditions or circumstances are not covered under the terms of this limited hardware warranty for the Products listed above:

- 1) Delivery to P.O. Box, APO Box and FPO Box addresses.
- 2) Any Product on which the serial number has been defaced, modified or removed.
- 3) Replacement rental costs incurred by you in the event of display failure.
- 4) Damage, deterioration or malfunction resulting from:
  - a. Accident, abuse, misuse, neglect, improper ventilation, fire, explosion, water, lightning or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the display.
  - b. Repair or attempted repair by anyone not authorized by Display Genius.
  - c. Any damage to the display due to shipment.
  - d. Installation or removal of the display.
  - e. Causes external to the display, such as electric power fluctuations or failure.
  - f. Use of supplies or parts not meeting Display Genius' specifications.
9. Operating the display outside the suggested normal usage conditions stated in the User Guide.
- h. Normal wear and tear.
- j. Any damage or dissatisfaction associated with latent images, "burn-in" or any other damage determined by Display Genius to be the result of customer-use patterns. The displays must be turned off for a one hour cool down cycle every 24 hours, or being running software with a verifiable anti-image retention capability.

- l. Opening the Product, tampering with internal circuitry or removing or replacing any internal components or parts.
  - m. Product that has been resold, transferred, rented, leased, lost, stolen or discarded.
  - n. Any other cause, which does not relate to a display defect.
  - o. Temporary image retention as a result of displaying a static image for long periods.
  - p. Any Product returned due to a software or accessory malfunction.
- 6) Removal, installation and set-up service charges.
  - 7) Any third-party software.
  - 8) Bright or dark sub pixels that are characteristic of LCD technology and are within Meeting Machines' manufacturing specifications.

### Extended Warranty Options

Contact Meeting Machines for information on extended warranty options at 214-282-9758.

Meeting Machines

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