

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

Return Materials Authorization "RMA" Claim Procedure

Upon discovering a problem with the display, contact Meeting Machines at (1-214-282-9758) or support@meetingmachines.com. You must have the model number, serial number or 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 2-year warranty period Meeting Machines will issue you an RMA for the display to be returned for repair or replacement. The display should be shipped with no accessories included.

- 1) Return the defective display in a box with enough padding to protect the display in shipping,
- 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.
- 3) Include the issued RMA number with the returned display.

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, unauthorized product modification, or failure to follow instructions supplied with the display.
 - b. Repair or attempted repair by anyone not authorized by Display Genius.
 - c. Causes external to the display, such as electric power fluctuations or failure.
 - g. Operating the display outside the suggested normal usage conditions stated in the User Guide.
 - 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.
 - p. Any Product returned due to a software or accessory malfunction.
- 5) Removal, installation and set-up service charges.
- 6) Any third-party software.

Extended Warranty Options

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

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