



Warranty and Return

Warranty:

ProTV Systems doesn't provide a warranty for any of the products it resells. Those warranties are only valid with the manufacturer.

To submit any warranty claim, purchaser needs to fill out proper paperwork based on manufacturers guideline for warranty claims.

All warranty claims are within the continental United States and again honored and approved only by the manufacturer of that product.

--- Important Note for Television Returns----

Television claims are handled in two ways.

1. **Concealed damage:** Claim must be completed within 30 days of receipt. If after 30 days, the process is much more difficult. The term for concealed damage is only valid for 90 days. It is recommended that you make sure to check the cartons for ANY DAMAGE before receiving TV's from the shipping company. Holes, tears, creases, are all considered damage. If any cartons show damage, you must reject the TV's back to the shipper. Do not accept them. If the shipper will not take them back, then you must note on the Proof of Delivery document you will be asked to sign the specific damage noted. Provide as much information as possible. Serial numbers, quantity and the noticable damage is important to document. It is easier to get any units replaced that have shipping damage if they are rejected back to the shipper and not received, or at least noted on the Proof of Delivery.
2. **Mechanical or electrical failure:** This is considered a warranty issue and is resolved by following the warranty protocols above.

ProTV Systems is happy to help in any of these situations. Questions should be directed to Ray Stanley at ray@protvsystems.com