

## LED DISPLAY SIGNS & ELECTONIC MESSAGE CENTERS



PO Box 6962, Libertyville IL 60048  
(800)660-3659

### LIMITED 3 YEAR WARRANTY

#### 1) Return/Exchange Warranty;

- a) The Purchaser/Distributor (P/D) is covered by a 14 day Exchange/Return Warranty commencing on the initial delivery date (per documented shipment tracking) for all new "MADE TO ORDER" MEGA Display Sign models/units. The P/D is obligated to notify LED DISPLAY SIGNS (LDS) of the Exchange/Return issue within 14 days of the documented carrier tracking delivery date of the unit(s), via an email to [sales@led-display-signs.com](mailto:sales@led-display-signs.com), and the email must state the specific reason for the exchange/return request and include a copy of the unit(s) purchase invoice and/or the original order number and date of delivery (must include original P/D's name and contact information). For any unit(s) that the P/D states to be "defective or malfunctioning", the P/D will be provided with either a Return Authorization number or provided with technical support to resolve the problem, at the sole discretion of LDS. In the event that the unit(s) are in "new" condition (unused and not damaged, defective or malfunctioning), the unit(s) may be returned to LDS for a refund upon issuance of a Return Authorization Number by LDS via email. Any unit(s) being returned by the P/D to LDS in "new" condition (unused) for refund will be subject to inspection upon receipt by LDS to verify (at LDS's sole discretion) "new" condition and a 25% restocking fee will be applied against any subsequent refund. All unit(s) being returned under the "14 day Exchange/Return Warranty" must be returned at the expense of the P/D (including required freight insurance for the original purchase price value) in the original packaging materials. In the event that the unit(s) being returned for refund are determined to be (at LDS's sole discretion) "used" or not in "new" condition, but is not damaged or malfunctioning, the return will be subject to a 35% restocking fee which will be applied against any subsequent refund. Unit(s) that are returned as defective or malfunctioning will be either repaired or exchanged at the sole discretion of LDS, unless LDS is unable to execute repairs correcting the defect(s) or malfunction(s) described in the initial email notification submitted by the P/D within 14 days of LDS's receipt of the unit(s) return for warranty servicing under the "14 day Exchange/Return Warranty". In the event that LDS is unable to repair the unit(s) in question to the satisfaction of these terms, a new replacement unit(s) will be provided within 30 days of the original unit(s) documented return to LDS. Any such replacement unit(s) will be of reasonably identical features and specifications to the original unit(s) purchased provided the necessary components to manufacture an identical unit(s) are readily available. LDS will make every reasonable effort to replace the unit(s) in question, but in the event that this is not possible, the option of a full refund (shipping and handling excluded) or an alternate model/unit will be offered to the P/D. In the event that the defective and/or malfunctioning unit(s) are returned for a defect(s) or malfunction(s) that are not the direct results of an LDS manufacturing error and/or defective original LDS installed components, LDS will provide a "cost of repair" quote to the P/D. P/D will have the option to either pay the "cost of repair" (including unit(s) return shipment costs), or receive a refund of the original purchase price minus both the 35% restocking fee and the LDS quoted "cost of repair". Any and all refunds will be based on, and under no circumstances exceed, the unit(s) original purchase price (not including freight/shipping costs) minus the applicable restocking fee(s) as described above. All freight and shipping costs are nonrefundable.
- b) Underwrite Section 1a) LDS does not warranty any unit/product that is damaged, defective or has malfunctioned due to extraordinary weather conditions such as; hurricane, typhoon, tsunami, earthquake or other such natural disaster or act of God, or due to shipping, handling, misuse, abuse or unsafe electrical conditions of the product, by the owner, installer or any party other than LDS. Any damage or malfunction resulting from shipping and/or handling (S&H) by the shipping agent/carrier will be subject to settlement between the P/D and LDS limited to and commensurate with the shipping agent/carrier declared value settlement payout. P/D should note any abnormalities or indications of potential S&H damage at the time of delivery. If evidence of S&H damage is apparent, P/D should document evidence by requesting carrier delivery personnel acknowledgement (noting and signing any receiving documents accordingly) and/or by recording digital images/photos of the potential damage evidence for any subsequent damage claim submission and settlement with the respective carrier.

#### 2) Part Warranty;

- a) The Purchaser/Distributor receives the limited term of a 3 Year Part warranty commencing on the purchase date. P/D will be required to purchase any needed warranty replacement parts at time of ordering, and will be reimbursed in full upon LDS's receipt of the respective defective parts requiring replacement upon confirmation that parts/components returned are found to be defective. P/D can avoid purchasing needed warranty replacement parts/components by removing parts/components determined to be defective (with or without LDS technical phone support) and shipping the defective parts/components to LDS for replacement. LDS will test returned parts/components for proper function and replace with new parts/components or return original parts/components if determined to be functioning properly.
- b) Underwrite Section 2a) states LDS will provide replacement parts and not the exchange of the product when the product malfunctions due to an LDS manufacturing error or original LDS part failure. LDS does not warranty the product when LDS's

manufactured product has been damaged or has mal-functioned due to extraordinary weather conditions such as; hurricane, typhoon, tsunami, earthquake or other such natural disaster or act of God, or due to shipping, handling, misuse, abuse or unsafe electrical conditions, by the owner, installer or any party other than LDS.

- c) Part Warranty does not warranty the exchange of the purchased product and shall not be effective beyond the 3 year limit unless the fee designated for the extended part warranty is stated in filling document of purchase.

**3) Extended Warranty;**

- a) Upon acceptance by LDS, the Purchaser/Distributor receives an extended term of the limited warranty to 1 year of additional extended part warranty since the purchase date with the cost of \$350 when stated in invoice.
- b) Section 3b) withstands same conditions as the section 2b) which declares same value as the part warranty.

**4) Service;**

- a) LDS will not provide service relating to any labor such as; installation, re-installation, delivery.
- b) Support: LDS will make available technical phone support to assist in the initial (start-up) sign connection and editing program questions. LDS will also provide technical phone support for sign malfunction diagnostics to the extent necessary to determine any unit component defects or malfunctions, and facilitating the ordering and shipment of any needed replacement parts to the customer within the "Part Warranty" terms.
- c) LDS offers unit repairs for signs returned to LDS within the "Part Warranty" terms. All non-warranty covered repairs will be quoted for time and cost to the P/D prior to execution. P/D is responsible for all freight/shipping costs both to and from LDS for both warranty and non-warranty repair services.

**5) Definitions;**

**\*defective or malfunctioning:** Any unit failure to perform declared feature functions within MEGA LED Sign system, module, controller; dimmed or unlighted LED lighted diodes less than or equal to 0.4% per sign; withstanding sections all above.

**\*\*new:** Unit in question has not been powered up, mounted/installed or programmed and accessories have not been unpacked or used. Unit in question has not been damaged (nicked, scratched, dented, disassembled, cracked or broken in any way. Return packaging for unit in question and included accessories is as originally factory packed. Unit in question is free of any damage, operational malfunctions and/or defects per inspection at LDS upon its return.