

General warranty Conditions for iiyama Large Format Displays (>32" Screens)

The standard warranty period is calculated from the date of sale to the first end user as a new device (guarantee period). An end user is a person who acquires the product for his or her own use and not for the purposes of commercial resale.

On-site services apply only to products bought in the United Kingdom, Ireland, Germany, Austria, Switzerland, Netherlands, Belgium, Spain, Italy, France and Denmark. For other regions, please contact your local service partner or your reseller for the kind of service offered.

The warranty claim entitles the user to an onsite repair, a pickup repair and return, or an exchange of the product for a product of equal quality without charging labor or material costs. The performance of warranty claims shall cause neither an extension nor a restart of the warranty period.

Should a fault occur, please contact our service department line and we will offer a service solution in cases where we cannot solve it over the phone.

In general, the warranty service will take place within 72h after notification or on the pre-agreed date if longer than 72h.

Warranty Service per Product Series

| LFD Product Series | Service Type | Warranty Period |
|--|-------------------------|-----------------|
| xx34-xx | Pickup- Service | 3 years |
| xx39-xx, xx62 | Pickup- Service | 3 years |
| xx40-xx | Onsite Exchange Service | 3 years |
| xx41-xx | Onsite Exchange Service | 3 years |
| xx42, xx52, xx54 | Onsite Exchange Service | 3 years |
| xx60, xx70 | Onsite Exchange Service | 3 years |
| TExx02-xx TExx03-xx, TExx04-xx, TExx12-xx, TExx14-xx | Onsite Exchange Service | 3 years* |
| TE10518UWI-B1AG, LH10551WUS-B1AG | Onsite Exchange Service | 3 years |

*5-year warranty for for education. Maximum usage of 16/7, limited 3-year warranty for 24/7 usage.

Terms and conditions for on-site service:

In addition to the standard warranty terms and conditions, the following conditions apply for LFD Onsite Service:

- The customer must provide a clear failure description and perform troubleshooting as advised. The customer must follow reasonable service instructions when given.
- Device(s) must be accessible during normal office hours: **Mon to Fri, between 9am and 5pm**
- Device(s) must be already dismantled from any mounting device and ready for collection or onsite repair on the advised day.
- A contact person must be available on the site to receive the courier to make sure onsite repair or replacement takes place.
- Device(s) can only be collected in a reception or goods in area.

- There must be adequate parking for a courier near to, or on an easily accessible route to the collection area (i.e., must have solid floor access, no grassy areas, and an area safe enough and stable enough for a pump truck lifting device).
- The original Packaging (carton box, cushions) must be used for any warranty claim. A replacement box can be ordered for 50 Euro at our Service Partner.
- In case of a replacement, the box of the replacement can be used. You are responsible for un-/ packing the screens.
- Repair, collection or replacement must take place at a pre-agreed date. Should there be any changes to this date, you must inform iiyama service a minimum of 48 hours before the agreed date by calling iiyama, stating your RMA Reference number.
- Should a collection attempt fail due to any of the above points not being fulfilled, you will be liable for a charge for 150 Euro, payable before any further attempts for swap can be made.

The warranty is not valid in the following cases:

- Defect Pixel(s): up to 6 defect(s) pixels are within specification.
- «Portrait» and «Tabletop» usage: if the model does not support such a usage, please see your User Manual.
- Damage or destruction due to force majeure or by environmental influences (e.g. humidity, electric shock, dust, etc.)
- Improper storage or operation, in particular when not following the instruction manual, missing features highlighted by faulty software or faulty installation.
- Damage caused by opening by a not iiyama authorized persons.
- Mechanical damage not caused by hidden transport damage.
- Image Burn, reduction the luminance of the backlight in LCD panels for continuous operation (for details see product specification and user manual)
- Customer misuse
- For repair to any unit where the serial number has been removed
- Should any of the above exclusions apply, iiyama reserves the right to raise any relevant charges to the customer
- The customer will ensure that the defected unit will be correctly boxed in original packaging. No liability is accepted for loss of use or consequential damage. Transit damage caused by inadequate packaging is the liability of the sender.

Terms and conditions for on-site pickup service

- Original Packaging (carton box, cushions) must be available for any warranty claims. In case a box is needed, this can be ordered for 50 Euro at our Service Partner.
- The device need to be packed handover to the assigned forwarder.
- Pickup, repair and return usually takes around 10 working days.

Terms and conditions for on-site exchange service

- Original Packaging (carton box, cushions) should be available for any warranty claims. In case a box is needed, the box of the swap unit can be used.
- The device need to be packed handover to the assigned forwarder.