
EZ LED Visual Warranty Statement



Exclusively for North American Market

Thank you for purchasing products from EZ LED Visual Co., Ltd (EZ LED) or EZ LED authorized distributors, dealers, and resale partners. We are confident that you will benefit from the value and superior performance of EZ LED products. EZ LED adheres to the principle of maximizing value for customers following the guideline of fast, effective and efficient after-sales services.

Warranty definition: Unless otherwise agreed in written, a standard 24-month warranty period is offered for products of EZ LED starting from the date the products leave factory. Limited warranty is provided to first-hand buyer within North American region; does not cover resold products. First-hand buyer is defined as buyers purchasing EZ LED products directly from EZ LED or an EZ LED authorized distributor, dealer, or resale partner under EZ LED brand or an OEM partner with a valid OEM agreement. For product which an authorized distributor, dealer, or resale partner buys for its own use, warranty will start from the date products leave factory. For product which an authorized distributor, dealer, or resale partner buys as sales inventory, warranty will start from either the date products delivered to end user or from the 1st day of the 181st day from date products leave factory, whichever is earlier.

Services for Products within and beyond Warranty Period

A. Products within warranty period

To request a Return Materials Authorization (RMA) number, you can write an email to or call your dedicated EZ LED account manager. Write the RMA# on removable labels, such as transportation label, rather than on box surfaces. Within the warranty period, you can contact EZ LED to report issues regarding materials or workmanship. EZ LED reserves the right to determine whether a product is defective at its sole discretion. If EZ LED identifies possible defects in a product, an RMA # will be issued. The RMA# must be clearly marked on packing list, and purchase evidence such as signed proforma invoice (PI) or purchase order (PO) may be requested. EZ LED shall designate a receiver address for each return with all shipping costs covered by the customer. Unauthorized return or return delivered via COD will be rejected. Within the original warranty period of purchased products, cost for replacement of parts or products shall be covered in this warranty.

Return products shall be delivered in proper package with insurance covered in the name of the customer company. EZ LED is not liable for any damage occurs during return delivery due to improper packing, shipping, or any other issues. All return products must be properly packed with double-layer packaging based on recommended materials like foam and other foam-made

protective packaging materials.

All the costs for shipping the return products to EZ LED shall be paid by the customer. For products within the warranty period, EZ LED covers the shipping cost for delivering the repaired or replaced product back to the customer. The delivery back address should be within the North American region, and EZ LED will choose the proper means of transportation at its sole discretion. Normally, we choose standard ground shipping, if in the urgent situation, customer need ground express or air shipping; shipping cost shall be covered by the customer. For shipping back address outside the North American region, shipping cost shall be covered by the customer.

The warranty period of repaired or replaced parts have the same warranty period of the original purchase without further extension.

Please note that for products within warranty, the time of arrival in EZ LED shall not exceed the last warranty day. For any product received exceeding warranty expiration date, it will be handled as product beyond warranty period.

All pre-paid extended warranty is entitled to the same terms and conditions herein.

All B-stock or used products sales are not covered by this standard warranty service and are subject to warranty terms agreed in written on the face of a signed EZ LED quotations or PI.

B. Products beyond warranty period

If you need to repair products beyond warranty period, you can contact EZ LED office for RMA#. Since the product is out of warranty period, an estimated service cost will be notified as soon as we receive the product with an issued RMA#. In the case of low service cost, EZ LED will repair the product for free without asking for consent. Otherwise, the repaired products will be delivered back to the customer upon receiving full payment for service and delivery. All products to be repaired have an extended warranty period of 120 days starting from the date delivering the product back to the customer from EZ LED.

EZ LED shall not be liable for any time delay due to shipping or repair service or any loss or damage of other products or accessories delivered to EZ LED together with the product to be repaired.

C. Charging standard

Charging Standard of onsite service, spare parts maintenance or other items vary and will be handled on a case by case basis.

EZ LED Limited Warranty Statement

1. Definition of Warranty and Limited Warranty Terms & Conditions

EZ LED covers the warranty service cost for defects in material and workmanship of EZ LED LED displays starting from the valid date products leaving factory.

This limited warranty is applicable only to the above-mentioned area and states from the date defined above. Please make sure the product returning to EZ LED is within warranty period with problem description, date of problem, and an RMA number. All warranty service requests shall be determined under the Terms and Conditions in this limited warranty. Within valid warranty period, current and previous service history record shall be required when requesting warranty service.

No distributor, dealer, or resale partner staff, or sales representative is allowed to bind product sales with warranty clauses proposed otherwise. Unless otherwise explicitly written in contract, agreement or its appendixes, any warranty clause in purchase order, or other purchase evidence (including emails) that is in conflict with this limited warranty shall automatically become invalid.

2. Exceptions

The following shall not be covered in limited warranty service:

1. Normal wear and natural aging of parts, including but not limited to LED lamps, connecting devices, zips, sockets, etc.
2. Damage due to misuse, improper operation, or any other misconducts in hanging, dismantle, or transportation.
3. Products repaired by unauthorized personnel.
4. Damage due to force majeure, including but not limited to war, terrorist activities, flood, fire, earthquake, lightening stroke, etc.
5. Product exposed in extreme conditions, including but not limited to extreme weather conditions, humidity, salinity, stress, radiation, lightening stroke, water condition exceeding the specified IP rating, etc. The rental panel system is rated IP65 (short time outdoor use only). EZ LED outdoor rental staging series products is intended for short-time outdoor use, and issues arising from using a rental product for long-time outdoor rental or outdoor fixed installations are not covered in this warranty service.
Note: Outdoor rental series is rated IP65, but it is not designed for long time outdoor use. Long time is defined as outdoor continuous use time beyond three (3) weeks or used for outdoor fixed installation. If so, EZ LED will not take the responsibility for the warranty service.
6. Product used in conditions beyond product parameter range, including but not limited to lower or higher voltage conditions.
7. Violation of technical guide when installing or using the product.
8. Natural reduction in brightness and color in normal operation.

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9. The warranty shall automatically become invalid providing that the original product identity information is lost or modified by any means, unless otherwise agreed in written.

3. Issue Handling

If there is any issue that occurs within warranty period and is verified by EZ LED that the issue is covered by warranty, EZ LED will determine at its sole discretion whether to replace the defective parts or do the proper maintenance. For products or parts that are no more available in the market, EZ LED has the right to replace with similar or equivalent parts or products.

4. Clarifications on Ambiguous, Conflicting, and Implicit Warranty Clauses

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EZ LED DISCLAIMS ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE.

5. Limited liability.

Under no circumstances will EZ LED be liable for any special, consequential, incidental, or punitive damages (including but not limited to lost profits or revenue, loss of use, loss of business opportunities or loss of goodwill), or for the costs of procuring substitute products, arising out of, relating to or in connection with the use or performance of any EZ LED products or services provided by EZ LED, whether such liability arises from any claim based upon contract, warranty, tort (including negligence), product liability or otherwise, and whether or not EZ LED has been advised of the possibility of such loss or damage. EZ LED's total liability from all causes of action and under all theories of liability will be limited to the price paid by customer for the specific product or service upon which a claim is based.

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