



# 5-Year Limited Warranty Terms & Conditions

For warranty claims and service, please request an RMA number by phone or email:

**(877) 356-3684**  
**service@neoti.com**

Neoti LLC (hereinafter "Neoti") classified as the Seller of products ("Products") or supply of services ("Services") shall be subject to the terms and conditions below, as far as they do not conflict with any other contractual provisions expressly agreed between Buyer (customer/purchaser or owner of Products and/or Services hereinafter "Buyer") and the Seller. Products covered in this warranty include Neoti-branded products, or other manufacturer's products purchased through Neoti. No other general terms and conditions that may be referred to in Buyer's request for proposal or order shall apply, even if these have not been rejected by Seller.

## 1. WARRANTY

- 1.1. **Neoti provides a limited warranty on its Products; terms and conditions of this warranty are that Products shall be free from any defect in materials or workmanship for a period of five (5) years in parts and require zero (0) days in labor for repair in one of Neoti's repair facilities.**
- 1.2. The Limited Warranty begins from the date of delivery and shall only extend to the original end-user within all states in the United States (not including resold products) however product warranties can be transferred if the following requirements are met. a.) The product warranty term has not expired b.) and a formal warranty transfer letter has been completed and submitted for review, acknowledgement and approval to Neoti.
- 1.3. Original End-User is defined as buyers who purchased products from Neoti products from Neoti directly or from an Neoti distributor authorized to resell under Neoti brand.
- 1.4. **NO PERSON (INCLUDING ANY AGENT, DISTRIBUTOR, OR REPRESENTATIVE OF NEOTI) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY DIFFERENT FROM THIS LIMITED WARRANTY.** Unless otherwise explicitly written in contract, appendixes approved by Neoti, any warranty clause in purchase orders, or other types of purchase evidence (including emails) that conflicts with this limited warranty shall automatically become invalid.
- 1.5. The terms of the Limited Warranty in effect as of the date of original purchase shall apply to any warranty claims.
- 1.6. In case of repair or replacement, the warranty coverage period shall continue to its original expiry date or 90 calendar days after the repair or replacement, whichever is longer.
- 1.7. Any non-Neoti or branded Neoti product such as third-party product/s or any part thereof which Seller merely resells with the Products and/or Services, is subject to the original manufacturer's warranty only unless otherwise stated within a contractual agreement issued by Neoti.

## 2. WARRANTY CLAIMS AND PROCEDURES

- 2.1. During the applicable Limited Warranty Period outlined above, the Buyer's sole and exclusive remedy for any breach of the Limited Warranty will be, at Neoti's sole discretion and option, the repair or replacement of the defective product or a credit up to the amount of the original purchase price. Neoti reserves the right to determine whether a product is defective at its sole discretion. Customer shall provide detailed description of the problems occurred each time and the service history.



- 2.2. To be entitled to rights under the Limited Warranty, the customer must notify within seven (7) days after discovering a suspected defect in any product. Following its receipt of any such customer notice, Neoti will determine whether the reported problem is covered by this Limited Warranty. If Neoti determines that the problem is covered, a Return Material Authorization (RMA) number will be issued, The RMA# must be clearly marked on the packing. Unauthorized returns may be rejected.
- 2.3. Returned products shall be delivered in proper packaging with insurance in the name of the customer. Neoti is not liable for any damage that occurs during return delivery due to improper packing, shipping, or any other issues. All returned products must be properly packed with double-layer packaging based on recommended materials like foam and other foam-made protective packaging materials. Costs for shipping the return products to Neoti shall be paid by the customer. For products within the limited warranty period, Neoti will cover the shipping cost for delivering the repaired or replaced product back to the customer. Neoti will choose the proper means of transportation at its sole discretion. Normal delivery method is standard ground shipping; if the customer needs ground express or air shipping, additional shipping cost shall be paid by the customer. For shipping, back to customers outside the 50 states in the United States, additional shipping costs shall be paid by the customer.
- 2.4. For products within the Limited Warranty period, the warranty is valid only upon presentation of the proof of purchase consisting of original invoice or sales slip indicating the date of purchase, model and serial number.

### **3. WARRANTY REMEDIES**

- 3.1. Neoti will provide customer with new, rebuilt, refurbished or alternate product (or part thereof) of equal or improved quality, as exchange product (or part thereof) to replace eligible defective product (or part thereof).
- 3.2. Neoti will provide Services again to correct failure of, in the event Neoti has determined it is at fault for delivery of Services sold or if they did not meet the scope of work requirements promised or guaranteed within the set written agreement or Service offering.
- 3.3. Determination of an alternate product (or part thereof) shall be at the sole discretion of Neoti. Any alternate product (or part thereof) will meet or exceed the specifications of the replaced product (or part thereof). Rebuilt or refurbished product may bear minor cosmetic blemishes that do not affect performance. Unless otherwise specified by Neoti in writing, repaired or replaced product (or parts thereof) are covered only for the remainder of the term of the limited warranty period of the item it is replacing. All defective product (or parts thereof) replaced by Neoti become the property of Neoti.
- 3.4. In the case of a credit, the credit shall be based on the products prorated value off the original purchase price from Neoti unless otherwise determined and approved by Neoti.
- 3.5. Returned products must be delivered to Neoti before the expiration of the limited warranty period unless approved by Neoti.

### **4. POST WARRANTY PRODUCTS & SERVICES SUPPORT**

- 4.1. If the Buyer needs products repaired beyond the applicable limited warranty period, customer can contact Neoti for an RMA number.
- 4.2. Any repair/replacement of parts will be subject to pricing and standard labor rates.
- 4.3. Repair Parts are subject to availability and not guaranteed after the warranty period by Neoti unless otherwise stated within an active and signed Neoti Service contract.
- 4.4. Neoti is not be liable for any delay due to shipping or repair service or any loss or damage to other products or accessories delivered to Neoti together with the product to be repaired.

## 5. LIMITED WARRANTY EXCEPTIONS

This Limited Warranty does not cover the following:

- 5.1. Normal wear and natural aging of parts, including but not limited to LED lamps, connecting devices, masks, etc.
- 5.2. Defects, failures, damages or performance limitations caused in whole or in part by customer misuse, mishandling, improper operation, tampering, abuse, neglect or any other customer misconduct.
- 5.3. Products repaired or serviced by unauthorized personnel, removal of warning labels, original seals or serial numbers and or protection devices, use of non-factory parts for service or repair.
- 5.4. Use of high-pressure washes or exposure to concentrated detergents or other chemical agents or solvent.
- 5.5. "Burn In" caused by continuous static (non-moving, non-motion) images
- 5.6. Defects, failures, damages or performance limitations caused in whole or in part by accidents in which Neoti has no control over or by force majeure, including but not limited to technology attacks, war, terrorist activities, epidemic, embargos, quarantines, strikes, flood, fire, earthquake, acts of God, etc.
- 5.7. Product exposed in extreme conditions, including but not limited to extreme weather conditions, humidity, salinity, stress, radiation, lightning strike, water condition exceeding the specified IP rating, etc.
- 5.8. Product used in conditions beyond product parameter range, including but not limited to lower or higher voltage conditions, extreme or excessive power surges, improper power connections;
- 5.9. Natural reduction in brightness and/or color under normal operation. Slight difference in brightness and color without compromising product functionality. There might be differences in brightness and color for different batches of products. Though Neoti adheres to a demanding standard in LED lamp bin tolerance, Neoti does not guarantee full consistency in brightness or color when mixing products of different batches. Screen shall be stored in dry and ventilated area. If the screen was damaged due to inappropriate environment, Neoti will not be responsible.
- 5.10. The warranty shall automatically become invalid if the original product identity information is lost.
- 5.11. Alterations and/or Modifications to any part of Neoti's product, without Neoti's written authorization unconditionally VOIDS the Limited Warranty.
- 5.12. Display error or seam visibility caused by non-Neoti installation structure and/or non-Neoti installation methods.

## 6. DISCLAIMER OF WARRANTY

- 6.1. Except as otherwise expressly agreed by Neoti in writing, this limited warranty applies in lieu of any and all other express or implied warranties, and Neoti makes no other representations, warranties or conditions, written or oral, or implied warranty or condition of non-infringement, merchantability or fitness for a particular use or purpose, all of which other warranties or conditions are hereby expressly disclaimed and excluded to the fullest extent permitted by applicable law.

## 7. LIMITATION ON LIABILITY

- 7.1. To the fullest extent permitted by applicable law, Neoti will have no liability for any consequential, incidental, special, exemplary or punitive damages, including without limitation lost revenues or profits, whether or not Neoti has been advised that any such damages had occurred.
- 7.2. Neoti specifically disclaims any liability due to death, damages or injury due to inappropriate use, mounting, or hanging of the specified displays.



- 7.3. Neoti's total liability from all causes of action and under all theories of liability will be limited to the price paid by the customer for the specific product or service upon which a claim is based.