



# BASIC LIMITED WARRANTY

For DV, DK & DN-Series Displays

GPO US, Inc. (dba GPO Display) a California Corporation, having its principal place of business at 4033 Clipper Court Fremont, CA 94538 USA ("GPO Display", or "we" or "us") warrants all models of LCDs & its accessories (the "products") as follows:

## 1. Limited Warranty

Under the Basic Limited Warranty program (herein referred to as the "Limited Warranty"), we warrant that the products sold hereunder will be free from defects in material and workmanship. Warranty coverage shall be offered as listed in individual product specifications for a period of time as follows: DK, DV, and DN-Series models will be covered under a Limited Warranty of Two (2) Years from the date of purchase. The length of this warranty may also be determined based upon the type of use and length of use, and will be disclosed at the time of purchase. If products purchased do not conform to this Limited Warranty during the warranty period (as herein above specified), you must notify us of the claimed defects in writing and demonstrate to our satisfaction that said defects are covered by this Limited Warranty. If the defects are properly reported to us within the warranty period, and said defects are of such type and nature as to be covered by this warranty, we shall, at our option, furnish replacement of the defective product or repair with replacement parts for the defective product. If we cannot repair the defective product, and a replacement is shipped to you, this warranty will carry over for the remainder of time associated with the original product purchased. Warranty coverage shall not be extended unless you purchase an additional Extended Warranty at the initial time of purchase. Installation of the replacement parts shall be at the customer's expense for all products under warranty. Only return shipping charges will be covered by this warranty. Detailed instruction for returning defective products can be found at [www.gpodisplay.com](http://www.gpodisplay.com), or by contacting GPO Display's Support Team. All exchanged parts and products that have been replaced for the warranty service will become the property of GPO Display. All defective parts must be returned to GPO Display within two weeks of receipt of replacement parts at customer's expense.

In order to receive service under this warranty policy, customers are advised to contact GPO Display support immediately at 1-855-GPO-CORP (1-855-476-2677) x1 with details on their issue. If GPO Display's support team is unable to resolve the issue, an RMA number will be assigned to the problematic display.

When returning RMA units to GPO Display, the RMA number must be displayed on packaging.

The replacement product will be covered under the remainder of the original product's warranty.

## 2. Other Limits

The abovementioned is in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchant ability and fitness for a particular purpose. We do not warrant against damages or defects arising out of improper or abnormal use, mishandling of the products, or against defects or damages arising from improper installation (in cases where installation is by persons other than GPO Display or persons authorized by GPO Display), against defects in products or components not manufactured by GPO Display, or against damages resulting



from such products or components not made by GPO Display. Upon customer request, a GPO Display representative will evaluate installation plans in order to determine whether such plans fall within the scope of warrantable installations. We pass on to you the warranty or warranties we receive (if any) from the maker(s) of such non-GPO Display made products or components. This warranty also does not apply to products upon which repairs have been affected or attempted by persons other than those having a written authorization by GPO Display. Physical and cosmetic damage is not covered under this warranty. Damages or defects arising from Acts of Nature will not be covered under this warranty. This Limited Warranty excludes coverage for LCD panels.

In the case that a unit is defective or dead (as determined by a GPO Display service representative) and said unit is determined to be in need of shipping back to GPO Display, the customer is responsible for paying the shipping costs associated with returning the defective unit to GPO Display. All costs associated with shipping units to and from GPO Display which are no longer under warranty are customer's responsibility.

### **3. Exclusive Obligation**

This warranty is exclusive. Our sole and exclusive obligation shall be to repair or replace the defective products in the manner and for the period provided above. We shall not have any other obligation with respect to the products or any part thereof, whether based on contract, tort, strict liability or otherwise. Under no circumstances, whether based on this Limited Warranty or otherwise, shall GPO Display be liable for incidental, special or consequential damages. These include, but are not limited to: damage to panels, damages incurred during installation, damages to housing for our products, electrical damages to installation sites or structures containing our products or any personal or bodily injury resulting from the installation, use or misuse of our products.

### **4. Other Statements**

Our employees or representatives' oral or other written statements DO NOT CONSTITUTE warranties, and shall not be relied upon by buyers. Such statements do not qualify as part of the contract for sale or this Limited Warranty.

### **5. Entry Obligation**

This Limited Warranty states our entire obligation with respect to our products. If any part of this Limited Warranty is determined to be void or illegal, the remainder shall remain in full force and effect.

### **6. Technical Service**

Under this warranty, we will offer technical assistance as needed via telephone. In special cases where units cannot be returned to us for repair, a GPO Display representative or an authorized service agent will come to the customer in order to conduct repairs. The customer shall cover all costs associated with travel, such as airfare, gas, meals and lodging. Travel time may be charged based on destination and time required for travel. At most, 3 hours of travel time may be charged as GPO Display determines fit. All other products will only be repaired if shipped to us, or to an authorized service dealer. In the event of an on-site repair, the defective unit shall be ready in a clean



and accessible location (taken down from installation ready for repair) before the GPO Display repair technician arrives. It is the customer's responsibility, at the customer's cost, to remove all products from installation prior to a technician arriving on-site. It is the customer's responsibility, at the customer's cost, to re-install the repaired products to the original position after the repair. If a unit is unavailable at specified time, the technician will begin charges according to the On-Site Repair Charge Rate in the table below.

## **8. Service Fees**

Please contact GPO Display for the Service Fees Table for information on repairs, onsite service and other information. The table outlines charges associated with all repairs, whether covered under this limited warranty, an extended warranty, or if no longer covered under any warranty.

\*This warranty applies to the product categories specified herein which have been purchased after October 2, 2015.