

ADP Warranty

This Warranty is granted by **AUO Display Plus America Corporation** (hereafter referred to as “ADP”) to the purchaser (hereafter referred to as “Customer”) of the (hereafter referred to as the “Product”) . ADP will provide the services covered under this Warranty.

1. Advanced Replacement Warranty Service

ADP warrants its Product will be free from defects in materials and workmanship, and will conform to Product specifications agreed by the parties for a period of 36 months from the date of shipment. In the event the Product is confirmed to be defective by ADP, ADP will replace the defective Product or part thereof by sending a new or equivalent product to Customer at no cost. After receiving the replacement Product, the Customer is responsible for labor to remove the defective Product, install the replacement Product, and package the defective Product and return it to ADP per the instructions within 10 business days from the date of delivery at Customer’s own expense.

To initiate the above warranty service, Customer shall contact ADP Technical Support, via email at service@auodplus.com. Customer agrees to cooperate with ADP: (i) to notify ADP promptly of any defect, error or Product malfunction and to submit to ADP such information that ADP may reasonably require to reproduce the error or Product malfunction was discovered; (ii) to follow ADP’s guidelines to troubleshoot reported faults on the defective Product(s); and (iii) to notify ADP of any additional hardware or software not purchased from ADP that may be used in conjunction with the Product. In addition, Customer must provide the display model and serial number of the Product and will be asked to provide contact details for the shipment. Upon mutual agreement, ADP will ship the replacement Product to Customer's site within 48 business hours via 2-business day shipping.

ADP’S LIABILITY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPLACEMENT OF THE PRODUCT. REPLACEMENT PARTS OR PRODUCTS MAY BE NEW OR ‘LIKE NEW’ UNDER THE CONDITIONS SPECIFIED BELOW. ALL PARTS OR PRODUCTS RETURNED UNDER THIS WARRANTY TERM BECOME THE PROPERTY OF ADP.

The replacement part or Product is warranted for the remainder of the original limited warranty period or 30 days from shipment, whichever is longer.

2. Exclusions

This warranty does not apply to (i) any cosmetic or consumable items of the Product or if the serial number or model number affixed to the Product has been removed, defaced, changed, altered or tampered with; and (ii) installation, signal reception problems, potential incompatibility with peripheral devices, or acts of nature.

ADP does not warrant nor shall it be liable for Products which have been subject to:

- abuse, including, but not limited to, improper voltage, accident, misuse, negligence, lack of reasonable care, alteration, modification, tampering, improper installation, shipping damage, operation or maintenance or any damages or defects caused by repairs or attempted repairs performed by anyone other than ADP personnel or an ADP-authorized servicer;
- normal wear and tear;

- any damage to Product glass due to pressure, abrasion, scratches, or actions otherwise beyond normal operation of the product that would cause screen mura and image retention; and
- any damage to Product due to Force Majeure, that is an occurrence outside ADP's reasonable control which ADP cannot reasonably be expected to avoid or overcome, including but not limited to war, terrorism, force of arms, riots, civil disorder, fire, flood, explosion, civil disturbance, strike, lock-out, unavailability of fuel or power, changes in law, orders or governmental authorities.

3. SHIPMENTS TO CERTAIN INTERNATIONAL LOCATIONS MAY NOT BE SUBJECT TO THE ABOVE GUIDELINES. CONTACT SUPPORT FOR FURTHER DETAILS.

4. LIMITATIONS ON WARRANTY COVERAGE, DURATION, AND SERVICES MAY SOMETIMES VARY BASED ON THE LAWS OF SPECIFIC REGIONS, STATES, AND COUNTRIES. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTON TO JURISDICTION.