

Digital Tigers Limited Warranty

Products Covered by this Warranty

- UltraFlex LCD displays
- Zenview LCD displays

Length of Warranty Period

- Term: Three (3) Years

Digital Tigers and its LCD panel manufacturing partners warrant this display product against defects in materials and workmanship under normal use for a period of THREE (3) YEARS from the date of purchase by the original end-user purchaser (“Warranty Period”).

The warranty covers both the display mounting and the LCD panels. For LCD panels, Digital Tigers acts as the reseller for the original equipment manufacturer (OEM) that manufactured the LCD panel.

Warranty Service: Mounting

If a hardware defect arises for the display mounting and a valid claim is received within the Warranty Period, at its option Digital Tigers will either (1) exchange the component part or mounting system with a component or mounting system that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original component / mounting system, (2) repair the hardware defect at no charge, using new or parts equivalent to new in performance and reliability, or (3) refund the purchase price of the product. Generally, Digital Tigers will request that you replace defective parts or mounting system with new or refurbished user-installable parts that Digital Tigers provides in fulfillment of its warranty obligation. A replacement product or part assumes the remaining warranty of the original product.

Warranty Service: LCD Panels

Digital Tigers acts as the reseller for the original equipment manufacturer (OEM) that manufactured the LCD panel(s) integrated with your UltraFlex or Zenview display. Warranty service for LCD panels is handled directly by the OEM, with Digital Tigers facilitating service on your behalf.

If a hardware defect arises and a valid claim is received within the Warranty Period, at its option the OEM will either (1) exchange the LCD panel with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original product, or (2) repair the hardware defect at no charge, using new or parts equivalent to new in performance and reliability.

USA Customers: Advance Replacement Service Option

Generally, USA customers have the option of advance replacement service for LCD panels. Depending on the OEM, you may need to provide a credit card number as security during the advance replacement process. With advance replacement, the OEM will send you a replacement LCD panel, and you will send back the defective LCD panel using the same shipping box.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to display hardware products marketed by or for Digital Tigers that can be identified by UltraFlex and Zenview brands. Software distributed by Digital Tigers with or without the Digital Tigers brand name is not covered under this Limited Warranty.

Digital Tigers does not warrant that the operation of the product will be uninterrupted or error-free. Digital Tigers is not responsible for damage arising from failure to follow instructions relating to the product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with non-Digital Tigers products; (d) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (e) to damage caused by operating the product outside the permitted or intended uses described by Digital Tigers; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Digital Tigers or a Digital Tigers Authorized Service Provider ("ASP"); (g) to a product or part that has been modified to alter functionality or capability without the written permission of Digital Tigers; or (h) if any Digital Tigers serial number has been removed or defaced.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, DIGITAL TIGERS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION.

OBTAINING WARRANTY SERVICE

Please contact Digital Tigers Support, by telephone or email, before requesting warranty service. Digital Tigers Support will help determine whether your product requires service and, if it does, will inform you how service will be provided. You must assist in diagnosing issues with your product and follow Digital Tigers support and service processes.

RMA NUMBER REQUIRED

All returns for warranty service must be accompanied by a valid Return Merchandise Authorization (RMA) number issued by Digital Tigers Support. Shipments without a valid RMA number will be returned to sender.

SHIPPING COSTS AND INSURANCE (USA CUSTOMERS)

If warranty service is required within the first 30 days after receipt of the original product, Digital Tigers will pay all shipping costs required to perform warranty service. After the first 30 days, customers are responsible for the cost of return shipping to Digital Tigers.

SHIPPING COSTS AND INSURANCE (NON-USA CUSTOMERS)

If warranty service is required within the first 30 days after receipt of the original product, Digital Tigers will pay all shipping costs required to perform warranty service. After 30 days, customers outside the United States are responsible for all shipping costs for warranty service.

PACKAGING

Customers must return products for service using original packaging. Customers must insure shipments to Digital Tigers for adequate replacement value. Digital Tigers is not responsible for shipping damage incurred when customers return products for service. The remedy for this damage is shipping insurance.