

SRYLED Warranty Service Principles

SRYLED provides 3 years warranty for all of the products. Products shall be installed and used strictly aligned with the Installment Instructions and Cautions for Use stated in the product manual. SRYLED will repair or replace the unit if it is found to be defective as to workmanship or materials. Warranty does not extend to damages resulting from misuse, neglect or abuse, or accident.

For defects, product problems due to the manufacturing by SRYLED, products can be shipped back to the factory after confirmation by SRYLED. If factory repair service is needed, the customer shall bear the freight, insurance, tariff, and customs clearance for return delivery of the returned products or parts. SRYLED will send back the repaired products or parts to the customer and only bear one-way freight. SRYLED will not accept products returned without a valid service request or items that are not manufactured by SRYLED.

Product	Warranty Period	Coverage
LED Cabinets/Panels	3 Years (1,095 Days)	Manufacturing Defects, Components, Pixel/IC Chip Failure
Video Processors (NovaStar)	N/A	As warranted by NovaStar
Rigging Hardware/GSR	1Year (365 Days)	Manufacturing Defects (Parts Only)
Cables & Accessories	30Days	Manufacturing Defects (Parts Only)

SHIPPING & CHARGE

If it's out of 3 years warranty period, SRYLED will still help to repair the defective parts, or offer new parts to replace. Reasonable material costs will be charged. Shipping costs will be at the buyer's expense.

EXTENSION OF WARRANTY PERIOD

If the buyer would like to extend the warranty period to 4 years or 5 years, it's also available by paying extra charge. Please consult your sales manager when needed.

DISCLAIMER

The warranty is void with the following conditions:

1. Damages caused by improper use, negligence, mishandling, acts of third parties, accidents, fire, flood, lightning, power surges or outages. Improper handling, operation in accordance with the technical instructions
2. The product has been altered or repaired by other than the manufacturer or an authorized service representative of the Manufacturer
3. Modifications or accessories other than those manufactured or provided by the Manufacturer have been made or attached to the product which, in the determination of the Manufacturer have affected the performance, safety, or reliability of the product
4. Natural loss of brightness and color, lack of necessary regular maintenance
5. Unless written agreed, this warranty policy does not apply to consumables, including but not limited to connectors, networks, fiber optic cables, cables, power cables, signal cables, aviation connectors, and other wire and connections.
6. Warranty period has expired.