

## LIMITED WARRANTY AND RMA POLICY AND PROCEDURE (LCD Display Products)

### AGN Professional (AGNPRO) [Current Production Models, U.S.A. and Canada Only]

AGN Professional warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AGN Professional will, at its discretion, repair or replace the product with a similar one. Replacement products or parts may include remanufactured or refurbished parts or components. AGN Professional provides no warranty of the third party software included with the product or installed by the customer.

### Warranty Period, Terms and Conditions

1. Purchases of all new AGNPRO EP Series flat panel monitors (EP15AV, EP15AV-LT, EP17AV, EP17AV-LT, EP19AV, EP19AV-LT) are warranted for 1-years for parts and labor. Warranty effective date is calculated based on original invoice date. All new AGNPRO Touch Screen Monitors (TSC15A, TSC17A, TSC19A, TSR15A, TSR17A, TSR19A, TSS15A, TSS17A, TSS19A) are warranted for 1-year for parts and labor. All new AGNPRO Industrial LCD (PMAV, PM17AV, PM19AV, RM15AV, RM17AV, RM19AV, OC15AV, OC17AV, OC19AV) are warranted for 1-year for parts and labor. Warranty effective date is calculated based on original invoice date per serial number.

ALL AGNPRO TOUCHSCREEN, INDUSTRIAL GRADE, BUILD TO ORDER or CUSTOM/SPECIAL ORDER ITEMS WILL BE SUBJECT TO A NO REFUND/NO CANCELLATION POLICY. ONLY REPAIRS WILL BE PROVIDED.

2. Purchases of Refurbished and Demo units carry a 90-day warranty for parts and labor.
3. For DOA (Dead On Arrival) AGNPRO offers a 14-day DOA Replacement Policy. There are no refunds.

This warranty gives you specific legal rights and you may have additional rights, which vary from state to state. In order to be covered under this warranty, the product must have been purchased in the U.S.A. or Canada by the original end user and it is not transferable. This warranty covers only AGNPRO supplied components; therefore, services required as a result of third party components are not covered. Proof of Purchase will be required by AGNPRO to substantiate the date of purchase. Such proof of purchase must be an original bill of sale or receipt containing the name and address of the seller.

### What the warranty does not cover

1. Any product where the serial number has been defaced, modified, or removed.
2. Damage, deterioration, or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, other acts of nature, unauthorized product modification, or failure to follow the instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by AGNPRO.
  - c. Software or data loss occurring during repair or replacement.
  - d. Any damage of the product due to shipment.
  - e. Unusual physical or electrical stress/interference, failure or fluctuation of electrical power, or static electricity.
  - f. Normal wear and tear. (Example- Image persistence or "burn in")
  - g. Failure to perform periodic product maintenance as stated in the User's Guide.
  - h. Any other cause which does not relate to a product defect
3. Removal, installation, or set-up service charges incurred by a third party.

Our products are warranted in accordance with the terms of this limited warranty. Consumers are cautioned that product performance is affected by system configuration, software, the application, customer data, and among other factors, operator control of the system. While AGNPRO products are considered to be compatible with many systems, specific functional implementation, by the customers, of the product may vary. Therefore, suitability of a product for a specific purpose or application must be determined by the consumer and is not warranted by AGNPRO.

### How to obtain Warranty Service

Should you experience an issue with the product, we ask that you return the product to the company that it was originally purchased from. This is the quickest and most efficient way to resolve any issue that we are unable to correct with Technical Support.

### Standard Warranty Service Procedure

1. If a malfunction occurs with a device, please visit the FAQ's on our web-site at [www.agnpro.com](http://www.agnpro.com) to review troubleshooting steps and possible basic action that could return the device to normal operation.
2. If your issues are unresolved after using the online resources, contact the AGNPRO Tech Support Department at (212) 647-9080 or email at [support@agnpro.com](mailto:support@agnpro.com).
3. To obtain the best warranty service possible, we request the following information:
  - a. Original dated sales receipt
  - b. Product and Customer information: name, address, telephone number, model number, serial number, and system information.
  - c. A description of the issue you are calling about.
4. AGNPRO Tech Support will provide troubleshooting information and recommendations over the phone to return the product to normal operation.
5. If the problem is resolved, the customer will respond to AGNPRO Tech Support via phone or email to communicate that the product is operating properly. If no additional contact is made within 7 days we will assume the issue is resolved and close out the Support Case.
6. If the problem continues after the first phone call, the customer is required to inform Tech Support that the problem remains.
7. If the problem is not resolved through the second phone dialogue, the process getting the device service will begin.
8. From Tech Support, the customer will receive a Support Case Number. Please retain this number. The Technician will then forward your request to the RMA department where your request will be processed and you will receive an RMA number and instructions via email in 24-48 hours.
9. Customer must send back the defective unit in original packaging **clearly marked with the pre-authorized RMA number** and RMA approval email. It is the responsibility of the customer to properly package and ship the return product to the address provided on the RMA request form. Please note that the customer will be held solely responsible for any shipping damage that occurs during the return transit or shipment to the wrong location.
10. Upon receipt of the defective unit, AGNPRO will inspect and repair the product to be delivered back to the customer. There will be a \$60 service fee in the event that the unit is received with no trouble found – NTF or customer refuses to have repaired in the case of out of warranty/quotation based repairs.
11. If the product is deemed un-repairable, AGNPRO will ship a replacement unit to the customer. AGNPRO reserves the right to replace the product with a "like new" reconditioned product that is comparable to the defective unit. If applicable, the replacement product will resume the original units remaining warranty time.

### 14 Day DOA (Dead On Arrival) Replacement Policy

For DOA within 14-days of purchase, AGNPRO offers a replacement unit through the following process:

- With a display, DOA is defined when a monitor is properly connected to a power source and image source, no image is displayed.
- **Proof of Purchase is required** in the form of a copy of the **original dated Sales Receipt listing the serial number**. If there is no serial number listed on the receipt, the date of shipment from our factory will be used.
- If a display appears to be DOA, please first follow the troubleshooting steps above in the **How to obtain Warranty Service** section.
- Once a DOA claim is confirmed with our Customer Support Department, the customer should follow the Standard Warranty Service Procedure listed above to obtain an RMA number.
- If you would like a advance swap a major credit card will be required to secure the value of the advanced replacement unit. If a major credit card is not provided, then a replacement unit will only be shipped when the DOA unit is received back by AGNPRO. There are no exceptions to this policy.
- For advance swaps secured by major credit card, as long as AGNPRO receives the original defective unit within 14 calendar days the credit card will not be charged. There will be a 30% restocking fee in the event the unit is received with no trouble found (NTF) and charges for any physical or cosmetic damages.

### Limitation of Implied Warranties

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

**Exclusion of Damages**

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THEIR POSSIBILITY OF SUCH DAMAGES.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.