

## Warranty Statement

- 3 years on LG / Samsung high brightness monitors (RTFW) or as per manufacturers statement
- 2 Years on Commercial grade monitors (RTFW) or as per manufacturers statement
- 2 Years on Intel i3 commercial signage players (RTFW) (excluding components e.g. hard drives and RAM)
- 1 Year on Intel compute stick players (RTFW)

All of the above are covered with Return to Factory Warranty. Onsite Warranty service, if requested is a separate service and priced individually.

## Warranty Policy

Alpha View Ltd. warrants all our products (and our suppliers' products) to be free from hardware defects in material and workmanship from the date of purchase throughout the duration of the warranty period.

The date of purchase will be determined by a valid proof of purchase which will be validated against the serial number product purchase history database maintained by Alpha View Ltd. A valid proof of purchase must be machine printed on a business-class invoice form and include the following information:

- Name and address of company
- Purchase date
- All serial numbers of products purchased

During the warranty period, Alpha View will, at its option, contact the manufacturer with details of the fault and the manufacturer then decide the course of action to be taken. Alpha View is not an acting agent for the service departments and will not cover the cost of collection / shipment of the faulty product to the Manufacturer's service department. The manufacturer will, at its option, either replace a defective product with a replacement or new product, or repair the defective product with new or rebuilt parts at no charge except as stated below. The defective parts or products that are replaced become the property of Alpha View.

## How to Request a Return Manufacturer's Authorization (RMA) Number

To obtain warranty service, the customer must first request an RMA number from Alpha View Technical Support before returning the defective product for service. Alpha View Technical Support can be contacted via the following methods:

- e-mail: [support@alphaview.ie](mailto:support@alphaview.ie)
- phone: 01 901 04 43

Defective products returned to Alpha View without the RMA number will not be accepted or repaired. Once the RMA has been issued, Alpha View will either advance ship the replacement product (Advanced Replacement Warranty) or the customer will return the defective product (Return To Factory Warranty) to Alpha View for repair/replacement, depending on the warranty option purchased.

## For Alpha View Products Covered Under Advanced Replacement Warranty (ARW)

Once the RMA number has been requested, Alpha View will ship the customer a replacement product the same day (for all RMAs issued by 12:00 PM ) or the next working day (for all RMAs issued after 12:00 PM), at Alpha View's expense.

Inside the replacement product carton, the customer will find the replacement product, return label (addressed to Alpha View (or their suppliers) with the RMA number) and return instructions. The customer must:

- Pack the defective product in the replacement product carton and materials
- Write the RMA number on the outside of the carton
- Ensure that the RMA number is clearly visible on the address label
- Insure it (or assume the risk of loss / damage during shipment)
- Prepay all shipping charges for the shipment back to Alpha View (unless otherwise agreed)

The customer is responsible for returning the defective product (shipment prepaid) to Alpha View (or their suppliers) within 30 days or the customer will be invoiced for the full published retail price of the replacement product, and all RMA privileges will be suspended until the defective product is returned or the invoice is settled.

Upon receipt of the defective product by Alpha View (or their suppliers), the replacement product will assume the remaining warranty length and terms of the original unit.

## **For Alpha View Products Covered Under Return-to-Factory Warranty (RTFW)**

Once the RMA number has been requested, the customer is responsible for shipping the defective product back to Alpha View (or their supplier). The customer must:

- Pack the defective product in its original shipping materials and carton (or equivalent)
- Write the RMA number on the outside of the carton
- Ensure that the RMA number is clearly written on the address label
- Insure it (or assume the risk of loss / damage during shipment)
- Prepay all shipping charges for the shipment back to Alpha View (or their supplier – unless otherwise agreed)

Once the defective product has been received by Alpha View, we will typically repair or replace the product in five business days or less. Alpha View will then ship the replacement product via ground freight service at Alpha View's expense. Customer can request expedited freight service at their expense with this warranty.

## **For Alpha View Products That Are Dead On Arrival (DOA) Advance replacement warranty**

If a new Alpha View product fails within the first thirty days after purchase, Alpha View will replace the defective product under the same terms as detailed for "Advance Replacement Warranty".

## **For Alpha View Products That Are Dead On Arrival (DOA) Return to factory warranty**

If a new Alpha View product fails within the first thirty days after purchase, Alpha View will replace the defective product under the same terms as detailed for "Advance Replacement Warranty" with the exception that the shipment will be eligible for ground shipping only. The customer may request expedited shipping service at their expense.

## **Standard Warranty Limitations**

This warranty does not apply to products damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than Alpha View or any problems created by improper shipping or handling.

This warranty shall also be invalid if the product's serial number has been removed, defaced or altered in any way. ALPHA VIEW'S OBLIGATION IS TO REPAIR OR REPLACE THE DEFECTIVE UNIT. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, EXCEPT AS EXPLICITLY STATED HEREIN. ALPHA VIEW SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY BREACH OF WARRANTY OR DAMAGES DUE TO NEGLIGENCE.

## **Warranty Exclusions**

If a product is returned to Alpha View and found to be damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions; excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than Alpha View or any problems created by improper shipping or handling, the customer will be billed for the full retail price of the product, plus shipping charges.

## Warranty Transfers

The unexpired term of this warranty may be transferred to a new owner upon the new owner's written request to Alpha View Ltd., This limited warranty will not transfer to any new owner for Alpha View products which have been salvaged and resold, or declared stolen by the original owner. The transferred warranty does not provide for telephone technical support, firmware or software upgrades. The product is only eligible for web, email or telephone based technical support.

## After-sale Technical Support

Our technical support is available 5 days a week except bank holidays (from 10am till 6pm) and it is FREE of charge to all our customers.

## Service available

The following detailed service parameters are provided free of charge by Service Provider in the ongoing support.

### 1. Service Scope

The following Services are included

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (call out charge applies)

### 2. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

#### Our Technical support:

- Owns all reported incidents
- Identify nature of incidents based upon reported symptoms and categorization rules supplied by provider groups
- Prioritize incidents based upon impact to the users
- Responsible for incident closure
- Delegates responsibility by assigning incidents to the appropriate provider group for resolution based upon the categorization rules
- Performs post-resolution customer review to ensure that all work services are functioning properly and all incident documentation is complete

### 3. Service Availability

Telephone support : 10 A.M. to 4:00 P.M. Monday – Friday

Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service (this is only available for 24/7 priority service)

Email support: Monitored: 9 A.M. to 6:00 P.M. Monday – Friday

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

### 4. Service Requests

Our goal is to respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-4 hours (during business hours) for issues classified as **High** priority.
- Within 24 hours for issues classified as **Medium** priority.
- Within 2 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

**On-site Service is not included and it is available as an add on, payable service.**