

Date: 2/17/2006

Elite Screen Warranty:

Warranty Policy - Electric Screens

- One (1) year warranty parts and labor from purchase date as follows (except for refurbished units as specified below):
- **Refurbished units** carry a **90-day** parts and labor warranty.
- **Demo units or open box items** carry a **full 1-year** parts and labor warranty.
- Each party will be responsible for one way shipping during the warranty period.
- A RMA (Return Merchandise Authorization) number must be issued in order to process a replacement. Elite Screens will replace the defective unit with a brand new replacement *(see exceptions below) after the unit is received. Once the product is received, Elite Screens will send out a new *unit to the customer by ground service (subject to inventory availability).
- Missing Parts must be reported within 7-days of receipt. If reported after 7 days, customer will be only be responsible for shipping and handling fees. If reported after 30 days of receipt, customer is responsible for cost of the parts and shipping & handling fees.

*A new or refurbished replacement will be sent out to the customer depending on the type of purchase (new or refurbished) or based on stock availability

Limitation of warranty

This limited warranty does not extend to any product that has been damaged or rendered defective (a) as a result of use of the product other than for its normal intended use, or other misuse, abuse or negligence to the product; (b) by the use of parts not manufactured or sold by Elite Screens; (c) by modification of the product; (d) as a result of service by anyone other than Elite Screens; (e) improper transportation or packing when returning the product to Elite Screens or a Elite Screens Authorized Service Provider; (f) improper installation of third-party products; (g) improper environment (including proper temperature or humidity); (h) unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, or acts of God. Elite Screens is not responsible for damage to or loss of any programs, data or removable storage media.

Please send service/warranty requests to RMA@elitescreens.com