

# WARRANTY & RETURNS

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## Limited Warranty

For warranty on your RCA Commercial Display, will be repaired or replaced in accordance with the terms of this warranty, at RCA Commercial's option. If it proves to be defective in material or workmanship under normal use, during the warranty period ("Warranty Period") listed below, effective from the date ("Date of Purchase") of original consumer purchase of the product. This warranty is good only to the original purchaser of the product and effective only when used in the united states, excluding U.S. Territories.

## Warranty Period

The warranty on your RCA Commercial Television is (**LV and PT Televisions**) for a **2-year warranty**. Your warranty period begins on the date of invoice from the dealer. **KEEP THE DEALERS DATED BILL OF SALE OR PROOF OF DELIVERY** as evidence of the purchase date. If repaired, parts used in the repair may be new or re-manufactured. You will be required to submit a legible copy of your bill of sale or proof of delivery when requesting warranty service.

Replacement units and repair parts are warranted for the remaining for the remaining portion of the original unit's warranty period.

**THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OF IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST OR CORRUPTED PROGRAMMING OR DATA, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

## Warranty Procedure

Call 1-800-RCA-2161 and ask for Tech Support. An engineer will work to troubleshoot the problem with the LED television. If it is determined to be a simple fix (ex: USB Firmware Upgrade) the necessary tools to fix the problem will be shipped overnight to the facility. If it is determined that the unit is defective, a replacement will be sent to the facility with a call tag to return the defective unit.

## Returns

Your satisfaction is our number one priority. Please notify us immediately of any product defects or incomplete shipments & please contact us with any questions or concerns. If there is need to return a product, please make note of our 30-day return policy:

- | Must return within 30 days of product receipt.
- | All returns after 30 days will be evaluated on a case-by-case basis.
- | All returns are subject to a minimum 20% restock fee.
- | Customer must return items back on their cost & shipping account.
- | Any shipping damage return items will not be refunded/credited
- | Refund/Credit will be evaluated upon receipt of product.
- | Product/s in unacceptable condition will be returned to the customer and no refund/credit will be issued.