

This is to inform all, Global Brand Pvt. Ltd. Hereby decaled **3** years warranty policy for all PHILIPS LCD & led monitor.

**Warranty:**

GBPL has been in pursuit of perfection that always distributes excellent products with outstanding designing, great materials & crafted manufacturing product from well renowned Brand. We respectively grant a limited period of free service since the date of delivery, based on product categories.

All LCD manufacturers consider a certain number of pixel defects acceptable and will not activate the warranty until that number is reached 1-5.

Also it is not uncommon for one or more sub-pixels to become fixed in an unchanging state. A display with a 1 to 5 fixed sub-pixel is considered normal and within industry standards.

**Terms and conditions of the warranty**

- Warranty is confined to the first purchaser of the product and is non-transferable.
- Warranty is applicable only on producing the purchase invoice which mentions the product name and serial number.
- During the warranty period, the product will only be repaired by replacing the parts. Entire unit replacement may be done in such a scenario where there are no spares available / model is discontinued.
- In case the replacement of the entire unit is being made (subject to the sole discretion of the Company), the same model shall be replaced and in the event such model has been discontinued, it shall be replaced with a model equivalent as deemed by the Company. The warranty on replacement model shall remain in force only for the unexpired period of the warranty based on original purchase tax invoice.
- In the event of repairs/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
- The company or its authorized service center, reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the equipment during the warranty period. The part/s or component/s or unit/s replaced will become the property of the company.
- The company's obligation under this warranty shall be limited to repair or providing replacement of part/s only. This warranty shall not cover any consequential or resulting liability, damage or loss to property or life arising directly or indirectly out of any defect in the product. The maximum claim/s if entertained by the company will be subject to the maximum retail price of the product purchased or amount mentioned in the purchase invoice, whichever is lower.
- In the event of any unforeseen circumstance, and spares not being available, the company's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs.
- The warranty does not cover any accessories external to the equipment like the cables, remote control, batteries, base / stand, adaptors, 3D glasses, clip-on glasses, etc.
- The warranty will automatically terminate on the expiry of the warranty period, even if the product may not be in use for any time during the warranty period for any reason.

## What is not covered under the standard warranty?

The standard warranty is not applicable

- If the serial number of the product is tampered
- If any unauthorized person has opened the product or tried for repairs
- If the original purchase invoice is not shown to the authorized technician/Service Department upon request.
- If the defect is caused due to high humid environment or the product is not used according to the instructions given in user manual.
- If the defects are caused due to improper use or handling of the product as determined by our authorized technician/representative.
- If the defects are caused due to reasons beyond our control like lightening, fire, abnormal voltage spike, electrical short circuit, improper grounding, floods, earthquakes, terrorism or any act of God
- For defects caused due to normal wear and tear such as scratches on the body of the product, cooler fading etc.
- For any user induced damages, physical damages, damages to the liquid crystals on the panel, defects caused due to liquid spillage such as air bubbles (commonly called as black spot on screen), patches or mura effect due to uneven external pressure on the panel, dust inside the panel, defects arising due to modification or alteration of any nature made in the electrical circuitry or physical construction of the product.
- For pixel defects within acceptable levels. Up to 5 bright pixels (dots) or up to 5 dark pixels is not considered as a defect.

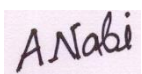
## Out of Warranty Products:

GBPL is entitled to reject & return any out of warranty RMA cases. However prime effort will be made to repair all out of warranty products that are repairable. Charges are applied accordingly to repairing out of warranty products.

## GBPL RMA Standard Procedure

- The applicant needs to give a full of description about defects as much as possible, and avoid ambiguous or inappropriate phrases, such as "DEAD", "Don't work". Specific description will be helpful to reduce the possibility of repair delay & decrease customer's loss. Some Example of Specific description are "No Power " , "Display Hazy " ,"Button Problem " , etc.
- When returning defective goods, serial number is needed. Please clearly indicate your necessary documents like model name, serial number, and Global Brand Private Limited purchase invoice no & date. Otherwise, GBPL does not bear any responsibilities.
- Products which no longer manufactured by company but still under warranty can be claimed for warranty-In the event that the product is not repairable, an attempt to replace the product with an equivalent specification or adjust with new model price.

Authorized Signature



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