

## Damaged Products Policy

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### 1. Damaged/ Defective Product

If your product proves to be defective, although it has been used properly (in accordance with the Handling Care, Operating and Installation instructions), during the warranty period, the product will be repaired, or at ad notam's option replaced free of charge.

No product defect occurs if the product is operating according to the specification.

### 2. Product Damaged in Transit

ad notam is not responsible for any damages that may occur during transportation independently if items are sent or received by ad notam. If any damage occurs during shipment of items to ad notam, ad notam will inform the customer and provide written notification about the status of delivery and damages. Customer is responsible to file a claim against transport company.

For items sent from ad notam once the product is loaded on a truck and the bill of loading is signed then ad notam has been released from responsibility and the forwarder takes responsibility.

The Customer is responsible to inspect the items prior acceptance of the delivery.

If damage is noticed:

- a. Write all the damages on the bill of loading as soon as you receive the damaged product before giving the paperwork back to the driver of the forwarder. It is also your responsibility to take pictures of the damaged product as you will need these for the claims process.
- b. You should contact the forwarder immediately to start the claims process.
- c. Please keep in mind that it is in your best interest to collect the damaged product rather than to send it back to ad notam. This will speed the claims process up because the adjuster for the forwarder can come directly to the delivery site and this product does not have to go back through terminals after the damage has occurred.
- d. ad notam will be available to help you resolve your problem, only for technical requests and if you need paperwork from us.
- e. In the case that something will need to be replaced, ad notam requests that you submit a new purchase order to process this request. This will expedite the process.

### 3. Inspection of delivered items

Customer must examine the goods immediately after delivery. Any defects including incorrect deliveries and shortages must be reported per written notice, at the latest however within 14 days after delivery.

### 4. Other Product Issues/ Problems

In the event it seems that other problems exist with the product, ad notam should be notified as soon as possible. In such case ad notam requests a detailed written failure report and a sample of the damaged product for evaluation if requested.

### 5. Return of Defective Product

The product shall be delivered at customer's own risk (freight prepaid) to ad notam. The product to be resend to ad notam must be packed properly. Original package should be used if available. Ad notam RMA Procedure Terms apply.

### 6. Return of Repaired Products and Replacements

ad notam will send back a repaired product free of charge if warranty applies. If the product is

out of warranty ad notam is not responsible for any transportation and will inform the customer about the pickup details.

### 7. Waiver of Warranty

Warranty does not cover the following items, and repair charges are to be paid, even for defects occurring within the warranty period.

(a) Any defect that occurs due to mishandling (such as an operation performed that is not mentioned in the Handling Care, installation requirements or other sections of the instructions, etc.).

(b) Any defect that occurs due to repair, modification, cleaning, opening of the product etc. performed by anyone other than ad notam or an ad notam authorized service station.

(c) Any defect or damage that occurs due to transport, a fall, shock, etc. after purchase of the product.

(d) Any defect or damage that occurs due to fire, earthquake, flood damage, thunderbolt, other natural disasters, environmental pollution, and irregular voltage sources.

(e) Any defect that occurs due to careless or improper storage (such as keeping the product under conditions of high temperature and humidity, near insect repellents such as naphthalene or harmful drugs, etc.), improper maintenance, etc.

(f) Any defect that occurs due to exhausted batteries, etc.

(g) Any defect that occurs due to water, sand, mud, etc. entering the inside of the product casing.

(h) When any alterations whatsoever are made to the Warranty Certificate regarding the year, month and date of purchase, the customer's name, the dealer's name, and the serial number.

(i) When proof of purchase is not presented with this Warranty.

(j) When wrong installation materials and/ or components, such as loudspeakers or input devices are used.

(k) When the product occurs with pixel errors within the specified and permitted area. Pixel errors can be seen as light or dark areas on the screen. This phenomenon is due to the characteristics of the LCD/ LED panel. The panel is only defective if pixel error exceeds error class II. More details contain document "Important information about pixel errors of ad notam products" available on ad notam website.

(l) Image burn-in

(m) When the (front-)glass of the LCD/ LED panel inside the product is broken, or any defect that occurs to glass or mirror due to mechanical damage.

(n) Allowable Measurement, Treatment and Coating tolerances of the product's glass or mirror, as defined in the following DIN regulations: DIN EN 572-2, DIN 1249-11, DIN EN 1036-1.

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(o) Returned products which are not packed properly or are not packed in the original/origin ad notam package. This is in accordance with our quality assurance directive since it is impossible to identify if damages have occurred during transportation or not. We are forced to send all inappropriately packed products back to you at your own costs.