

LITEMAX Electronics, Inc. Product Warranty Terms and Conditions

1. LITEMAX warrants products free from defects in workmanship and materials under normal use for 1 year which is effective from the date of delivery from LITEMAX.
2. If the products have been proved defective within the applicable warranty period, LITEMAX will provide repair or replacement for equivalent product.
3. The period of repair or replacement is 14 working days from the date of receiving.
4. The repaired products will be given 3 months warranty for repaired defect problem.
5. All the products and parts repaired or replaced shall follow the original and remained period of warranty.
6. As soon as the RMA number is issued, the defective products must be packed securely in the original or other suitable shipping package to ensure not damaged in transit.
7. The RMA number must be prominently marked on the outside carton. Otherwise the item will be rejected and shipped back at sender's expense.
8. If the repair deadline exceeds 6 months of the date of RMA number applying and the case cannot be finished, the RMA number will be automatically cancelled. If necessary, apply another new RMA number for new case.
9. If the repair items are pending without response from customer for 6 months since the date of product receiving, Litemax is no long responsible for product custody and the case shall be closed.
10. Any of the followings shall be invalid in RMA warranty:
 - a. The serial number label is unclear, revised or removed.
 - b. The damage is due to misuse, abuse, negligence, the disaster of fire, flood, and electroshock or thunder stroke.
 - c. The operation does not follow the instructions on user's manual.
 - d. The maintenance or disassembly is implemented without authorization from LITEMAX.
 - e. The damage is occurred in transit.
 - f. The use of accessories or parts does not meet the specification from LITEMAX, such as batteries or adaptors.
 - g. Keeps the same image on screen without refreshing by screen saver program so that results in image freezing.
 - h. The warranty sticker is fragmented or broken.
 - i. The mechanism is damaged or LCD is broken by improper handle.
 - j. The temperature of operation environment is too high that results in the color of temperature sticker on product changed.
11. Except the damages caused by natural disaster or misuse, any of the followings occurred within 3 months after delivery from LITEMAX shall meet DOA warranty:
12. No image shows up.
 - a. No power on.
 - b. No function at panel control keypad.
13. Any of the followings shall be invalid in DOA warranty:
 - a. The serial number label is unclear, revised or removed.
 - b. The warranty sticker is fragmented or broken.
 - c. The cables or related accessories are missing.
 - d. Except for LF and LH models, part of the complete unit is sent back.
 - e. The use of accessories or parts does not meet the specification from LITEMAX.
14. Shipping Freight. The freight is defined as the following 3 categories:
 - a. In Warranty. Customer shall take the freight sending the defective products from customer to LITEMAX, and LITEMAX shall take the freight sending back from LITEMAX to customer. In case the defective products received are examined as no problem found, customer shall take the freight sending back from LITEMAX to customer.
 - b. Out of Warranty. Customer shall take both back and forth freight for the defective products.
 - c. DOA (Defect on Arrival). LITEMAX shall take both back and forth freight for the DOA products. In case the DOA products received are examined as no problem found, customer shall take both back and forth freight. Therefore, customer shall contact RMA department before sending back the DOA products.
15. Repair Charge. The repair charge is classified as the following 3 categories:
 - a. In Warranty. The warranted products will be repaired with free of charge. However, for products which are invalid in RMA warranty will be charged for repair materials.
 - b. Out of Warranty. Customer shall pay for repair hours and materials.
 - c. DOA (Defect on Arrival). Swap new products for customer.
16. LITEMAX reserves the right to change, modify, add or remove portions of the provisions at its sole discretion at any time and without prior notice. Please check periodically for any modifications.

The Illustration of Panel Bright Dots/Dark Dots

As there are millions of transistors in the panel and any of the transistors is damaged, there will be bright dots or dark dots on panel. Although the yield rate of panel production is higher than 90% nowadays, but some of the panels might still get bright dots or dark dots. Any panels with 3 dots which are within one month after purchase date or any panels with 5 dots

which are between one month and one year after purchase date shall be good and acceptable products.

Limitation of Liability

- a. Under no circumstances will LITEMAX be liable for any damages arising from improper installation, maintenance, use or modification of products.
- b. LITEMAX will not accept any panel surface coating or case damages arising from the cleaning of alcohol or ammonia-contained detergent.