

ON-SITE SERVICE WARRANTY AGREEMENT

Thank you for your confidence in purchasing this AVANHARD product, we hope you enjoy the use of this product. AVANHARD products are manufactured and designed to the highest standard, however, should you encounter any problems during the warranty period; please do not hesitate to contact us.

Upon receipt kindly register the product online as soon as possible – www.avanhard.com – this will benefit both parties when reporting on warranty matters.

LCD Panel dead pixel policy

Due to the nature of the manufacturing process, occasional pixel defects can occur. As a reputable manufacturer all our LCD Panels conforms to ISO 13406-2 standard. Typically AVANHARD's policy on dead pixel is based on a maximum of 5 lit or 5 unlit sub-pixels, or a total of 8 non-performing pixels, before any warranty can be acted upon.

Warranty Period

1. Warranty is valid for 36 months from date of purchase invoice and is effective from the date of purchase.
2. Users will be liable for all repairing cost once the unit has exceeded its warranty period.
3. Clients providing incorrect or compromising information to the service centre will be legally liable for £20.00gpb for each time mistake incurred.
4. Users MUST provide a valid proof of purchase.
5. Should you lose the proof of purchase, the service centre reserves the right not to provide warranty service on the product. Clients would be liable for the costs involved in the warranty services required.
6. **WARRANTY IS VALID WITH THE UK ONLY – ON UK PURCHASED PRODUCTS**

Warranty DOES NOT cover the following:

1. Consequential or indirect loss of damage
2. Accidental damage due to misuse of the product, fire, lighting, explosion, malicious, storm impact or burglary.
3. Any defect caused by abuse, humidity, dust, power surges, improper installation and operation or unauthorised modification/repair by any other party than AVANHARD or its nominated service centre.
4. Wear and Tear of the display.
5. **PRODUCTS PURCHASED OUTSIDE OF THE UK.**

AVANHARD reserves the right to adjust the warranty conditions at any given time, without any prior notification.

AVANHARD service centre

**Avanhard Service centre
Cardinal Point
Park Rd
Rickmansworth
Herts
WD3 1RE.
TEL 01923-432677
FAX 01923-432780**

INFORMATION REQUIRED WHEN CALLING THE SERVICE CENTRE

- a. Company name or person
- b. Monitor Model
- c. Serial Number
- d. Address incld. Postal Code where monitors is located
- e. Telephone / fax number
- f. Email address
- g. Date of purchase
- h. Dealer Name
- i. Manufacturing Date

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AND ONLY ON UK PURCHASED PRODUCTS.**