



EliteProAV™ Warranty Policy Terms and Conditions

What is Covered: EliteProAV™ warrants its products to the first purchaser, if purchased new and operated in the United States or Canada, to be free from defects in workmanship and materials (*exceptions provided in next paragraph) for a period of (5) years from the date of original purchase.

**Refurbished products purchased directly from EliteProAV™ are warranted for a period of (90) days from the date of original purchase. This differs from the 5-year warranty for new product as stated in the paragraph above.*

**(For end-users calling on an installation), please contact your installer for the warranty policy pertaining to your installation. It is especially recommended for contacts outside of the US to contact your point of purchase.)*

Instructions on getting RMA service for a defective projector screen:

- Description of product and its problem
- Proof of purchase
- The product's serial number
- Completion of our online warranty claim form: www.elitescreens.com/rmaform

*Please Contact the EliteProAV™ support team for assistance if needed 8am to 4pm (PST) **877.511.1211**

*Note Important change in Elite's shipping policy for Canada: As of 3/5/2015 EliteProAV™ can no longer ship replacement screens under warranty for LTL – sized packages (packages that are greater than 108" in length) to Canada. If you live in Canada and your screen was damaged during shipment or if you need warranty support, please contact your local distributor or reseller for service.

Missing Parts: If your product is missing parts, EliteProAV™ will, replace the parts without any charge. This includes shipping and handling. The offer is contingent upon reporting your claim within (7) days of receipt. If you report your claim after (7) days of receipt, but within (30) days of receipt, EliteProAV™ will, at its option, replace the part without charge, but you will bear the cost of shipping and handling. If you report your claim after (30) days of receipt, you will bear all costs to replace the part.

Returns and Exchanges: If a return is needed, EliteProAV™ will issue you a Return Merchandise Authorization ("RMA") Number. This number is valid for (15) days from the date of issue, and is required to process any returns. A returned item sent to EliteProAV™ without a visible or valid RMA Number is subject to refusal by EliteProAV™. You are responsible for the cost of returning the item and ensuring the product is properly packaged to prevent damage in transit. Please be aware that there is a 15% restocking fee for all returns and the shipping must be prepaid by the customer.

Once a returned product is received, EliteProAV™ will, upon condition, replace the product or part without charge, including ground service freight. The replacement product or part may be new or refurbished to the EliteProAV™ standard of quality, and is subject to stock availability. EliteProAV™'s liability for replacement of the covered product will not exceed the original retail selling price of the covered product. Exchange products and parts assume the remaining warranty period of the original product covered by this limited warranty.

What is Not Covered: This warranty is not transferable and does not cover product purchased by another end user from the initial buyer. This warranty does not cover incidental damages, such as general inconvenience, loss of time, loss of use, or installation costs of defective, repaired or replaced

product. This warranty does not cover product that has been damaged or rendered defective as a result of (a) neglect, abuse or misuse; (b) modification from its original design; (c) improper use or installation of products not manufactured by EliteProAV™; (d) service provided by anybody other than EliteProAV™; (e) installation/use in abnormal mechanical or environmental conditions; (f) unusual physical or electrical stress -including failure or fluctuation of electrical power, lighting, static electricity, fire, tornadoes, or other natural disasters.

Each party is responsible for one-way shipping during the warranty period.

EliteProAV™ does not warrant against freight damage, concealed or otherwise, unless product is shipped directly from an EliteProAV™ facility. You must contact the vendor and the delivering carrier to report freight damage within (7) days of receipt. Failure to report freight damages within the carrier's guidelines may result in you bearing all costs of return and replacement.

THIS LIMITED WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. ELITEPROAV™, INC. DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANTABILITY, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTIES ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. THIS LIMITED WARRANTY GIVES THE END USER SPECIFIC LEGAL RIGHTS, AND THE END USER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, ELITEPROAV™ SHALL NOT BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE ELITEPROAV™ PRODUCT, OR FOR LOST DATA OR LOST SOFTWARE WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY.

In Canada, warranties include both warranties and conditions. Some jurisdictions do not allow limitations on how long an implied warranty lasts and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.



ENR-G Program, 5% Discount on all "Educational, Non-Profit, Religious, and Government/Military" organizations:

As part of the 5-Year Warranty, EliteProAV™ also offers its ENR-G program that provides a 5% discount for purchases by "Educational, Non-Profit, Religious, and Government/Military" organizations and is available to qualified EliteProAV™ Professional AV resellers, distributors and integrators. This discount is calculated as 5% off for all repeat purchases and is available exclusively to EliteProAV™ dedicated customers. The program serves a dual purpose of granting our resellers, distributors, and installers an opportunity to increase customer sales margins while offering a discount incentive for our EliteProAV™ end users at the same time.

International Warranty: EliteProAV™ does not provide warranty coverage outside of USA and Canada. EliteProAV™ International Warranty will be provided directly by EliteProAV™ International Distributors. Please contact the Authorized Reseller or Distributor for more information on warranty coverage, terms and conditions.