



General Warranty Information

Products: M&T Displays products

Warranty Type: Limited Warranty

- * 2 year warranty is offered for the outdoor displays
- * 3 year warranty is offered only for indoor displays.
- * 2 year warranty is offered only for Office displays.
- * 5 year warranty is offered for indoor aluminium snap frames.
- * 2 year warranty is offered for the indoor illuminated displays.
- * 1 year warranty is offered only for outdoor illuminated displays.

What is covered?

1 -1 Unless otherwise specified in M&T user manuals General Warranty conditions will be valid.

1 -2 M&T Displays warrants its displays products to be free from manufacturing defects of proper use according to M&T manuals and service for a period of 2 (two) / three (3) / five (5) years from date of purchase from M&T Displays. This warranty is valid only for the original purchaser.

1 - 3 M&T Displays's obligation under this warranty is limited to repair or to replace, at M&T Displays option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. M&T Displays reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. This warranty is limited to the replacement of defective parts only. Labor charges and/or damage incurred in installation, replacement or repair as well as any incidental and consequential damages are excluded and will not be paid by M&T Displays. In case the product is repaired without approval of M&T Displays, the guarantee conditions will be applied further. The warranty excludes damage caused by misuse, neglect, shipping accident, incorrect installation, and no fault found with the product or work carried out by anyone other than M&T Displays assigned.

M&T Displays is not responsible for loss of the product, or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or cost of repairs by other or for any other expenses not specifically stated above.

Exclusions and Limitations

2-1 - This warranty does not apply for the following issues:

- a - Damage or loss sustained in a natural calamity as fire, earthquake, flood, thunder, electrical storms, etc.
- b - Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product.
- c - Damage or loss from removal, improper repair or modification of the product.
- d - Damage or loss resulting from any impurity or additive to water container.
- e - Damage or loss resulting from improper installation or from installation of a unit in a harsh and/or hazardous environment.
- f - Damage or loss occurred during transportation or custom process.



2 – 2- This written warranty is the only warranty made by M&T Displays or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. M&T Displays shall not be responsible for loss of the product, or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or cost of repairs by other or for any other expenses not specifically stated above.

2 - 3 This written warranty is only valid if the M&T Displays product components have been stored and used following the operation environment and working conditions they were designed for, and installed in accordance with M&T Displays's specific assembling instructions and warning labels on the product. The End User must demonstrate the use of proper system design, installation, use, and maintenance in accordance with M&T Displays's guidelines

How to Claim?

To obtain warranty service you must follow up below stated M&T Complaint procedures; take the proper photos of the product, showing clearly the defects and the environment it has been used in ad claim it to M&T Displays's customer service facility with a letter/email stating the problem, contact a M&T Displays representative or write directly to M&T Displays / info@M&Tdisplays.com.tr

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-Order Number.

-Product Code.

-The number of products which are subject to quality issue.

-Photo of product-whole.

-Photo of problematic part of product.

-Photo of M&T label/hologram on product.

-Copy of CMR/BL with the note about missing/damaged goods in case you receive improper cargo.

-Photo of damaged goods with outer packaging (Pallet & box).

-Photo of measured products which are received out of defined dimensions.

-Illuminated Products Defect Declaration Form and Illuminated Windpro with Led Defect Declaration Form in case the product is illuminated.

Any claim out of above stated conditions shall not be evaluated by M&T Quality Department.

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3 -2 Replacement Conditions:

Unless M&T shall within warranty period and under warranty conditions receive from Distributor written notice of any matter or thing by reason whereof it is alleged that products are not in accordance with the Order Confirmation, Distributors shall be entitled neither to reject the same nor to raise any claim for damages.

In any claim, The Distributors shall have the liability of following and fulfilment M&T Complaint procedures.

M&T shall be entitled of crediting the complaint amount, recalling the products, repairing or replacement upon written acceptance of M&T Quality Department under above stated warranty conditions within 60 days from receiving a written complaint from Distributors.

The Distributors shall bear the responsibility and cost of collecting the products from different places to final delivery address whereas stated delivery place in the invoice of defected products upon the replacement or recall notification of M&T.

The Distributors shall have the liability for care, storage, maintenance, handling, repacking in accordance with original package of defected products, providing Packing List, and return invoice having the same prices with purchase, M&T invoice numbers and the reason of return.

In case the claim is within the warranty period and within the terms of the warranty, Distributor will be required to return your product to manufacturer to analyse the nature of problem at own cost.

As long as M&T confirms the problem is a manufacturing fault, the replacement can be provided. Unless product or any parts are not returned to M&T for analyses, M&T cannot provide replacements.

WARNING! Unless it is clearly stated with the unit that the product is suitable for outdoor use, M&T Displays is not liable to any claim if the damages on the product rises due to improper outdoor usage.

WARNING! Outdoor products should not be used in freezing weather conditions.

NOTE : The use of chlorine or chlorine related products for cleaning can seriously damage the finish and function on the aluminium and plastic surfaces.

NOTE : In case of controversy regarding the present contract the arbitrary court is appointed at the local Chamber of commerce sited in Dusseldorf (Germany)