

# **Ledman-Limited Warranty**

## **Terms & Conditions**

### **1. Service Guide**

Dear customer, thank you for purchasing Ledman products. If you have any after-sales demands during use, you can contact us through the following methods. Ledman will wholeheartedly provide you with active, fast, thoughtful and systematic services.

#### **A. Service hotline:**

- a. Ledman headquarters Tel: +86-755-86139688
- b. US subsidiary Tel: +1-689-293-1170
- c. European subsidiary Tel: +31-6-8441-5501
- d. Japan subsidiary Tel: +81-070-4173-2336
- e. Russia subsidiary Tel: +86-18320929065
- f. Dubai office Tel: +86-13726257890

#### **B. Other service channels:**

- a. Chinese official website: [www.Ledman.cn/support](http://www.Ledman.cn/support)
- b. International official website: [www.Ledman.com/support](http://www.Ledman.com/support)
- c. WeChat public account: Ledman LED
- d. E-mail: [Service@ledman.com](mailto:Service@ledman.com)
- e. Service feedback: [Service Feedback@ledman.com](mailto:Service Feedback@ledman.com)

## **2.Scope of application**

- A.** This service and warranty policy applies to LED display products and supporting equipment (hereinafter referred to as "products") purchased directly from Ledman Optoelectronic Co., Ltd. or its wholly-owned subsidiaries (hereinafter collectively referred to as "Ledman ") **with a valid sales voucher (including invoice, purchase and sales contract and corresponding delivery note)** and within the valid warranty period.
- B.** **This service and warranty policy are not applicable** to any products purchased through non-Ledman written authorized channels, or products that cannot provide a valid sales voucher issued by Ledman, or cannot match the product serial number with the sales record. Ledman has the right to refuse to provide any free or paid warranty services and does not assume any liability arising therefrom.
- C.** For products purchased through authorized dealers of Ledman, relevant after-sales service obligations shall be borne by the authorized dealers who sell the products in accordance with the law. Ledman does not directly bear warranty liability to end customers.If the dealer has been revoked, canceled or lost the ability to perform the contract,

the customer can claim rights against the responsible party stipulated in the original sales contract. Ledman can assist the customer in providing product technical information within the scope permitted by law, but Ledman does not assume the three guarantees or compensation liability on behalf of the dealer.

**D.** When customers purchase products through an authorized dealer, they should verify the dealer's authorization qualifications and the legality of the product source. Ledman does not assume warranty responsibility for the dealer's sales behavior. Transaction disputes between customers and dealers shall be resolved through negotiation between the customers and dealers themselves and shall have nothing to do with Ledman .

**E.** After-sales service matters not stipulated in this policy shall be subject to the written purchase and sales contract signed by Ledman and the customer; if the contract is not stipulated, Ledman shall have the right to provide services in accordance with relevant Chinese national laws, regulations and industry practices, and shall not exceed the statutory minimum liability scope.

### **3.Warranty period**

- A.** The product warranty period shall be implemented in accordance with the purchase and sales contract signed by both parties. The warranty period is calculated from the date of boarding the ship, or from the date specified in the contract.
- B.** During the warranty period, customers must properly keep the warranty card, purchase invoice or other valid warranty certificates.
- C.** After the warranty expires, Ledman will continue to provide paid maintenance services and technical support, charging only reasonable material fees and labor costs.

### **4.Service content**

#### **A.Online remote service: 7X24h Technical support**

For common faults, Ledman provides customers with free remote technical guidance through telephone, email, instant messaging software and remote tools. The scope of services includes but is not limited to:

- Connection and troubleshooting of signal cables and power cables;

- Control system software usage guidance and parameter configuration;
- Replacement guidance for modules, power supplies, receiving cards and other components;
- Diagnosis and treatment of common problems such as abnormal display and uneven brightness.

## **B. Hardware support/ repair service**

- a. When remote technical support cannot solve the problem, Ledman will negotiate with the customer to confirm whether to return it to the factory for repair.
- b. The customer is responsible for shipping the products or parts to be repaired to the maintenance service station designated by Ledman. The relevant freight, insurance, customs duties and customs clearance fees shall be borne by the customer. After the repair is completed, Ledman is responsible for sending the repaired product back to the customer and bearing the return shipping cost.
- c. Ledman does not accept pay-on-delivery logistics, nor is it responsible for any duties and customs clearance fees incurred during the return of repaired parts. Ledman is not responsible for any damage or loss caused by

improper transportation or customer packaging. Customers are advised to properly package and protect items before shipment.

**C.On-site services: On-site technical support, inspection services**

- a. For failures caused by product quality problems, or if it is necessary to provide on-site support after Ledman evaluation, Ledman will arrange engineers to go to the site to provide free technical services.
- b. Customers submit on-site service applications with the warranty card or contract number. Before applying for on-site service, customers must submit to Ledman:
  - Specific description of service needs: a written or electronic fault report, including a description of the fault phenomenon, on-site photos or videos, the number of faulty parts and other information, so that technicians can make preliminary judgments and preparations;
  - On-site detailed address and contact information ;
  - Necessary visa or admission procedures information (if involving cross-border or special areas);

- If the on-site engineer determines that the fault is not covered by the warranty, the customer shall bear the engineer's travel expenses and technical service fees.
- c. The ownership of parts replaced during on-site service belongs to Ledman, and customers shall not withhold or dispose of them without authorization.
- d. Including but not limited to the above on-site paid services, all on-site services need to be initiated by the customer.

#### **D. Training services**

- a. Ledman provides customer training services and is committed to helping improve clients' technical solutions and problem-solving capabilities.
- b. Training types include: remote training, on-site training, On-site training, LCE training, etc.
- c. Including but not limited to the above training services (some are paid services), all training services need to be initiated by the customer.

#### **E. Additional remarks**

- a. Priority repair principle: If the parts are repairable within the warranty period, they will be repaired first and will not be replaced directly.

**b. Accessory replacement rules:**

- Free replacement will be provided for failures caused by quality problems of the accessories themselves;
- If customers need to purchase accessories for a second time, Ledman will provide paid replacement services.

**c. Repair process of faulty parts returned to factory:**

- The customer submits a repair application with the contract order number and provides the following information:

- 1) A brief description of the fault of the returned product (can be attached to the surface of the device or inside the package);
- 2) Packing list (including contract order number, type and quantity of equipment to be repaired);
- 3) Return receipt information (company name, delivery address, consignee and contact number); to ensure that the returned parts are not damaged during transportation, please use the original packaging or equivalent protective packaging;
- 4) Ledman is not responsible for any damage caused during transportation.

- Customers need to send the faulty module/spare parts to the designated service point for repair as required. After repair, Ledman will bear the return freight (it must be consistent with the original mailing address, and the additional freight caused by the address change shall be borne by the customer);
  - Returned products must be properly packaged and guaranteed by the customer. If there is a second failure within the warranty period, spare parts can be returned to the factory for free repair service.
- d.** Handling of faulty parts that cannot be repaired: For parts that are confirmed to be irreparable during the warranty period, Ledman will provide replacement parts of the same model/same specification; for parts that have been discontinued on the market, Ledman has the right to replace them with similar/equivalent products.
- e.** Rework time limit: The repair time limit is calculated from the date our company receives the accessories (specifically, it shall be implemented according to our company's regulations or contract agreement).
- f.** After the product exceeds the warranty period, all the above warranty services can be converted into paid

services to provide support. Customers can also purchase original spare parts directly from our company to ensure product quality.

## **5.Non-warranty coverage disclaimer**

### **A. Consumable items:**

Connectors, various types of cables (network / fiber / power / signal), aviation first-class consumables, unless otherwise agreed, do not enjoy warranty service.

### **B. Receipt and inspection:**

- a. Customers should complete acceptance within 3 working days from the date of receipt of the product (subject to the date of logistics receipt);
- b. If it is found that the specifications and models are inconsistent with the contract, the quantity is in short supply, or the appearance of the product is damaged, etc., feedback must be reported to the logistics company and Ledman on the spot of receipt, and relevant photos should be retained as evidence;
- c. Ledman will not provide free reissue or replacement services for items that have not been unpacked and

accepted within the due date and have exceeded the time limit for logistics insurance compensation.

**C. Human misconduct:**

- a. Damage caused by improper use / installation / disassembly / operation, transportation bumps, and improper storage;
- b. Disassembly, repair and modification by unauthorized personnel;
- c. Failure or damage caused by failure to perform maintenance according to the manual or comply with technical specifications;
- d. If non-original playback / control equipment is used, product failure/damage caused by mismatch will be charged according to the contract if repair is required;
- e. Stacking goods too high may lead to deformation of outer packaging boxes, damage to packaging materials and product damage, etc.

**D. Environment and use exceed standards:**

- a. The storage / use environment does not meet the specifications (exceeding the range of moisture, salt spray, extreme temperature and humidity, lightning, super-IP level humidity, radiation, pressure, etc.);

- b. Failure caused by use outside the range of product parameters (abnormal voltage / power, surge impact, etc.);
- c. Failure to keep moisture-proof and anti-static packaging in good condition; failure to re-seal and store with desiccant after opening;
- d. Indoor model products are used when the ambient humidity reaches 65%RH or above, or are used illegally in semi-outdoor or outdoor environments;
- e. Place the display screen in an environment with dust, oil fumes, corrosive gases, flammable and explosive materials, strong electromagnetic radiation and interference, etc;
- f. It is illegal to place the display screen within 3 meters of the outlet of the air conditioner and let cold wind to blow directly onto the screen.

**E. Force majeure:**

Damage caused by natural disasters/emergency events such as war, terrorist activities, floods, fires, earthquakes, lightning strikes, etc.

**F. Natural wear and tear and labeling issues:**

- a. Brightness attenuation, color changes, and LED pixel performance degradation under normal use;
- b. "screen burn" issues caused by continuous playback of static fixed images;
- c. The product serial number / logo is damaged, lost, or valid after-sales / purchase proof cannot be provided.

**G. Out of warranty period and irreparable damage:**

- a. All problems beyond the warranty period stipulated in the contract;
- b. The product is seriously damaged due to improper operation and cannot be repaired.

**H. Installation structure issues:**

Problems such as gaps and unevenness after installation require consultation with the steel structure party or the installer to adjust the installation method, and are not covered by the warranty.

**I. Other non-product quality issues:**

Failures not caused by quality, design, or manufacturing defects of the product itself are not covered by the free warranty.

## **6.Disclaimer**

- A.** This service and warranty policy is Ledman' s standard service and warranty terms. No one, including any agent, dealer or sales representative, has the authority to make any representation or warranty that differs from the terms of this Service and Warranty. Unless confirmed in writing by Ledman through contracts, attachments, etc., any warranty and guarantee content that conflicts with the terms of this service and warranty policy will automatically become invalid.
- B.** According to this agreement, Ledman' s total liability to the buyer (regardless of the cause of action or liability theory) shall not exceed the amount paid for the contract project.
- C.** The final right of interpretation of this service and warranty policy belongs to Ledman.