

# NEC Display Solutions TMX4D Bundled Solutions Onsite Program Coverage Terms and Conditions

**DEFINITIONS:** “You” and “Your” indicates the purchaser of the TMX4D Bundled Solution. “We”, “Us”, and “Our” indicate NEC Display Solutions of America (**NEC-DS**) the issuing manufacturer, the company obligated under this TMX4D Bundled Solutions program. “TMX4D Bundled Solutions Program Coverage” indicates the terms and conditions, limitations, exceptions and exclusions included herein and your purchase receipt constitute the entire agreement.

## **General Program Provisions**

**TERM:** The term of program coverage coincides with the original manufacture warranty length.

**RECORDS:** You may be asked to provide proof of purchase as a condition for receiving service under this program. Your original receipt should be kept with the contract in a safe place in the event you need it for reference.

### **COVERAGE:**

- a. TMX4D Bundled Solutions onsite coverage is intended for corporate and commercial use only and are not to be used for residential displays.
- b. TMX4D Bundled Solutions onsite service is available in USA and Canada. The program only covers NEC-DS product distributed and purchased in the USA or Canada. TMX4D Bundled Solutions offers and programs may vary by country; see your NEC-DS representative for complete TMX4D Bundled Solutions Program details.
- c. Onsite service is available to the original owner of the product and cannot be transferred.
- d. Onsite service is valid for the monitor serial numbers that are purchased through the bundle OR the monitor serial numbers for the replacement units where applicable.
- e. Onsite service coverage coincides with the manufacture warranty. The bundled displays must have a failure covered under warranty for onsite coverage to apply.
- f. Coverage is for the displays only. Hardware, software, accessories, and other non-NEC-DS product are not covered under this program. Customers are cautioned that product performance is affected by system configuration, software, the application, customer data, and operator control, among other factors. While NEC-DS products are considered to be compatible with many systems, the specific functional implementation by the customers of the product may vary. Therefore, the suitability of a product for a specific purpose or application must be determined by the customer and is not warranted by NEC-DS.
- g. Program excludes uninstalled DOA product. DOA is considered an out-of-the-box failure within 30 days of purchase. DOA failures should be handled through the distribution channel where purchased.

### **PURCHASER'S RESPONSIBILITIES**

For the onsite coverage to remain valid, you must maintain your product in accordance with the conditions as outlined in the user's manual and limited warranty specifications. You must assure full cooperation with the NEC-DS technical support agent and it's authorized service provider(s), including accessibility of the covered product. If you request or obtain a non-covered repair, you will be responsible for all costs associated with the repair.

**IF YOU NEED SERVICE:** Please call NEC Display Customer Service at **800-632-4662**. Onsite coverage support is available M-F 7AM to 6PM CST excluding major holidays.

- a. An agent will troubleshoot your failure. If covered product is deemed defective by NEC-DS, at our sole discretion, the agent will provide further service instructions as applicable to the product and the purchased services.
- b. Calls that require a replacement product shipped must be received prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available.

## **EXCLUSIONS – WHAT IS NOT COVERED:**

- a. Loss of or damage to the covered product due to abuse, mishandling, improper packaging by the user/installer, alteration accident, electrical current fluctuations or failure to follow operating, maintenance or environmental instructions prescribed in the covered product's User Manual.
- b. Failures outside the manufacture's warranty terms and conditions.
- c. Any product where the serial number has been defaced modified or removed.
- d. Delays caused by factors beyond our control, including, but not limited to carrier delays, availability of recipient, weather or acts of God.
- e. Delays caused by the product arriving damaged. Damage caused by NEC-DS or carrier will be rectified under another service request.
- f. Indirect, incidental, or consequential damages which include, but are not limited to, any delay in rendering service, loss of data, or loss of use during the service period.
- g. All service and support performed by someone other than NEC-DS or our authorized servicer will void your TMX4D Bundled Solutions coverage.

## ***Onsite Coverage Specific Provisions***

### **Onsite Exchange Service – Overnight Service**

**COVERAGE:** Purchaser receives the coverage of the Advanced Exchange program as well as an onsite dispatch service. Coverage includes the shipping of the advanced replacement unit to the customer's site and return shipping of the defective unit via ground/LTL service. NEC-DS will ship outbound replacement using a (1) business day delivery service. NEC-DS must receive call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of original limited warranty.

Once shipment and arrival timeframe of the replacement unit to customer site is confirmed, the onsite technician will schedule an appointment with site contact. The technician de-installs the defective unit, re-installs the replacement, properly packages the return, and removes unit from customer site for shipment back to NEC-DS. Return shipping arrangements are coordinated by the technician and freight is covered by NEC-DS. The onsite technician will be responsible for recording return tracking information.

### **EXCLUSIONS:**

- a. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c. Delivery restrictions as imposed by the carrier or customer.
- d. Postal codes not supported by the carrier for overnight or priority service.
- e. Overnight dispatch not guaranteed for remote locations outside 50 mile radius of major metropolitan areas.
- f. Site delivery of monitor by onsite technician; unit is shipped to customer's location to the attention of the provided contact.
- g. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h. Delays caused by the availability of the site contact. Onsite technician schedules an appointment time after the monitor has arrived and whenever the site contact is available.
- i. Delays caused by appointment time restrictions. Efforts will be made to accommodate site contact's schedule but accommodations are excluded from performance metrics.
- j. Delays caused by lack of up-front installation information such as height restrictions, security lock issues, security clearance issues, custom or unique cabinetry/enclosures or other non-standard installations.
- k. Installation above 8 feet (measured from middle of monitor to floor) and/or requires special lift.
- l. Non standard security mounting where site contact does not have tool to remove mounting hardware.
- m. Security clearance issues that prevent onsite technician from being punctual to scheduled appointment.
- n. Shipping costs incurred when shipping is not arranged by NEC-DS.
- o. Defective unit not returned to NEC-DS through the onsite technician. Customer has 21 business days to return unit to NEC-DS to close out MRA. Non-returns are subject to the outbound replacement cost of the product.
- p. Exclusions as outlined in the general program provision section.