

Warranty Terms and Conditions

Glory Star Group (GS) warrants its products will be free from defects in material and workmanship for the duration of the warranty, which is 24 months from the date of invoice. The display panel has a 12(twelve) month warranty. The warranty status of a GS product is determined by checking the serial number of the product or component. Products with longer warranty periods will be separately mentioned on offer and order acknowledgement.

DOA Period

A product is DOA (Dead on Arrival) if it is defective or does not operate according to the product specification within 10 days of arrival. DOA are collected by Glory star unless agreed otherwise in writing. Products that do not meet DOA are listed in void warranty conditions.

Repair Time/Turnaround Time (TAT)

Glory Star will normally repair a defect item and have it ready for shipment within 14 working days after receipt of the defect system by Glory Star. If the quantity of defect items exceeds this Turnaround time, Glory Star will instantly inform customers. For larger lots, Glory Star will confirm the repair time separately.

Void Warranty Conditions

The product warranty covers only those defects which arise as a result of normal use of the product and do NOT apply to any:

- Service required as a result of improper installation, including incorrect or insufficient AC supply.
- Damaged caused by other system components
- Damage (including cosmetic damage), failure, loss or personal injury due to misuse, abuse, negligence, improper maintenance or storage, or to acts of nature or other causes beyond our control. (Causes beyond our control include but are not limited to lightning strike, power surges, power outages and water damage)
- Image burn-in
- Product where the original factory serial number has been removed, defaced or changed in any way
- Product has been explicitly or implicitly modified, tampered, altered or repaired in any way by anybody other than qualified technical staff of GS
- Failure to provide a suitable operating environment
- Use of the product for purposes other than those for which it was designed
- Failure to monitor or operate the product in accordance with applicable seller specifications and good industry practice

- Unauthorized attachment, removal or alteration of any part of the product
- Unusual mechanical, physical or electrical stress, scratches or dents
- Modifications or repairs done by parties other than the seller
- Abuse, misuse, neglect or accidental damage
- Concerning Pixel Functionality- your display contains about one million of individual pixels. Your display typically contains a small number of pixels that do not function normally. Your display has been inspected and is in compliance with manufacturer's specifications, indicating that any pixel defects do not affect the operation or use of your display.

RMA (Return Material Authorization)

Customers will inform Glory Star of any defective item or component within the warranty period. An email can be sent to support@glorystargroup.com. Glory Star will first troubleshoot the problem over phone or video and help resolve the issue. If Glory Star determines that a product or component has to be returned to the factory, it will instruct the customer how to remove the components from the product. The customer will cover the cost of removing the defaulted part.

RMA Procedure

Before shipping a product back to Glory Star , customers must obtain a valid RMA number. Boxes received without an authorized RMA number will be shipped back at customer cost. Authorized RMA numbers will expire 45 days after they are issued.

The following procedure to return goods to Glory Star for repair is used by Glory Star:

1. Send an RMA request via email to support@glorystargroup.com including contact information and model number, serial number, invoice detail and adequate failure description of each defect product OR to fill in the RMA form on this link www.glorystartouch.com/rma.
2. Glory Star determines if a product is within warranty or out of warranty.
3. Upon approval, customer sends the defect item to Glory Star (Flat D, 5/F, Excelsior Building, 364 Nathan Rd., Kowloon, H.K) with the following rules:
 - a. Each item should be well packed in the original or equivalent packaging to minimize the chance of damage during transportation. GS will not accept liability of any product damaged during transportation due to inadequate or insufficient packaging.
 - b. If the packaging is damaged in such a way that, according to GS, there is a fair chance that the inside product could be reasonably damaged too, GS will refuse the returned item. If Glory Star decides to renew the packaging to ensure safe shipping, this new packaging will be invoice to the customer.

If it is within warranty, the customer will be responsible for freight cost back to Glory Star, Glory Star will be responsible for the cost of repair and return to the customer. If it is identified as human error or fault in the void warranty conditions, the customer will be responsible for the cost of repair and transportation back to the customer if decided to conduct the repair work.

DOA Procedure

1. Customer ask for DOA request
2. Customer will be contacted immediately and receives new product or repair priority status
3. Glory Star will collect defective product(s)
4. Product is shipped back to customer by Glory Star

Packaging

Glory Star recommends returning products by Fedex, DHL or another reputable freight forwarder. 32 inch or larger screens should be returned on pallets to prevent damage. Electronic boards must be returned in anti-static bags. If they are not, Glory Star will consider them damaged and ship them back at the customer's expense. To avoid voiding the warranty, use Glory Star original packaging to return a product. This includes complete packaging, high - density foam and / or cardboard separators.

Shipping Damage

Glory Star is not responsible for damage during shipment. We recommend that you insure the shipment.

Method of Transportation

Glory Star will not accept shipping cost from customers who decide to ship DOA products on their own initiative to Glory Star. These products are collected by Glory Star unless agreed upon writing.

Parts Replacement

Glory Star may request the customer to replace defective parts with new or refurbished user installable parts that Glory Star provides in fulfillment of its warranty obligations and within warranty time. Glory Star will either (1) send a new replacement part OR (2) exchange the part with a new or manufactured from new or serviceable used parts and at least functionality is equivalent to the original part. It is at Glory Star's discretion to decide whether to send a new part or exchange of parts is required. If an exchange of parts is conducted, the customer is to send the defaulted parts to Glory Star at customer's freight cost, suggested quarterly for larger batches to save shipping costs , and Glory Star will repair and send the repaired parts at Glory Star's cost.

A replacement product or part, including a user installable part that has been installed in accordance with instructions provided by Glory Star, assumes the remaining warranty of the original product or thirty (30) days from the date of replacement or repair of the replaced part, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes the customer's property and the replaced item becomes Glory Star's property. Parts provided by Glory Star in fulfillment of its warranty obligation must be used in products of which warranty service is claimed.

Repair Charges

Repair Charges

In warranty and DOA items are repaired/replaced free of charge. Glory Star will charge repairs for the following categories of items:

- Out of warranty items – items for which the warranty has expired
- Void Warranty Items- for which the responsibility for the defect or damage cannot be attributed to Glory Star see Void Warranty Conditions

A full repair report will be given to the customer upon request.

Non Repair Charges

If in or out of warranty items are returned for repair and no defects are found by Glory Star, Glory Star will charge for investigation with additional shipping costs.