



Hyundai New Product Warranty

HYUNDAI IT(HIT) warrants to the original purchaser of this product, purchased from an authorized HIT reseller, that it will be free from defects in material and workmanship for Warranty period of 36 months for LCD monitors and digital signage displays.

(excluding consumable and accessory items such as power cords and cables, manuals and cosmetic items which do not affect the normal operations of the product- Any individual or institutional purchasers desiring the consumable and accessory items shall contact our authorized service center as below. These items can also be purchased for three years). A copy of the original proof-of-purchase is required to receive the warranty service. This limited warranty covers the end-user; LCD Monitor and Digital Signage workmanship for new product purchases only. Any product defect not originating from defects in materials or workmanship will not be considered covered under warranty (see Warranty Exclusions).

In the unlikely event that a component should fail during its warranty period due to a defect in materials or workmanship which is determined by our Authorized Service Center, HIT will at its option, repair or replace the entire product, with a unit of equal or greater value.

DOA (Dead on Arrival) Guidelines: For the purpose of definition, a DOA unit is one that does not operate to specification upon arrival. It is HIT's policy to replace and ship free of charge all defective DOA products with new, if they fail within 30 days of purchase. DOA status is confirmed by providing a copy of original proof-of-purchase. HIT will issue a Call-Tag with common carrier to have defective product picked up, charges prepaid by HIT. Upon receipt of DOA product, new replacement will be shipped at HIT's expense via ground delivery service to any point within the continental U.S.A or Canada. Extra freight charges will apply for expedited shipping, or to points outside of the continental U.S.A. or Canada, if such service is available.

Non- DOA Guidelines: Units that fail beyond the DOA Period and up to the warranty period will be repaired or replaced with factory-reconditioned product of like or better specification. Each party is responsible for prepaid-one-way shipping.

Government Advanced Replacement Program : After routine trouble shooting and DOA confirmation by our Authorized Service Center, HIT shall at its own discretion offer an advanced replacement unit. HIT does not require a credit card from government customers. However, HIT retains the right to change this policy at any time. The Advanced Replacement Program will require the submission of the following information by the government end user or authorized reseller which end-user purchased HIT product through initially. This information is below under instructions for advance exchange. HIT will work with Reseller to facilitate the repair or replacement of all DOA units.

Standard procedure and timeline for Advanced replacement is as follows:

- End-user submits online RMA request through www.Hyundaimonitor.com
- RMA is approve/rejected by HIT service center within 48 hours
- Once RMA is issued a replacement unit is sent out to end-user with return packing slip and prepaid call tag
- End-user replaces deffective unit and ships back the old unit in the replacement unit boxing
- End user places the deffective unit out for pickup by UPS or Fed-ex

WARRANTY EXCLUSIONS: This limited warranty does not cover the repair of cracked, scratched, broken or modified plastics; other cosmetic damage; or parts that have been altered defaced or removed; or scratching, cracking or breakage of the LCD. This limited warranty does not apply to failures caused by alteration or repair not performed by HIT or authorized agents, accidents, misuse, abuse, negligence, commercial use, improper shipping, or acts of God. This limited warranty does not cover repair of monitor display quality degradation resulting from normal usage. HIT shall not be liable for any incidental or consequential damages resulting from the use of this product. This limited warranty gives you specific rights, and you may have other rights that may vary from state to state.

Extended warranty: In case customers desire to extend the original warranty period,the customer shall discuss with sales team and specify an extended warranty condition in a contract or purchase order. The original warranty period (3 years) shall be upgraded for up to 3 additional years by extra costs.

Spare parts :

HIT also offers spare parts and their information to non-institutional purchasers of the product and institutional purchasers of the products aas well as 3rd party repair or recycling centers. It shall include available parts list and the length of time the spare parts available after the end of production, also price list of any available parts. These items can also be purchased for three years. Any individual or instituianl purchasers desiring the spare part information shall contact our authorized service center as below.

Recycling program :

Hyundai IT proudly produces the world's finest IT products. We also proudly take them back to be green through recycling partner, ERI which is one of largest Electronic Waste Recycler in the United States and is providing one stop recycling solution as well as Nationwide drop off locations and guideline gives the user the ability to easily assemble a recycling to-do list. To view the services our recycle partner, Electronic Recyclers International, Inc, Click our recycle partner, ERI or Simply find drop off location through 1-800-Recycling.com or If you want to return an Hyundai IT Branded product for recycling by mail, please e-mail to Recycle@hyundaita.com or our direct service center for a free mail-back program.

HIT Authorized Service Center Locations

AVC Tech
777 Mark St., Wood Dale, IL 60191
Tel : 800-568-0080 or 630-595-0123
Fax : 630-595-2345
Email : service@hyundaimonitor.com
Web site : www.Hyundaimonitor.com

GOVERNMENT ADVANCED EXCHANGE WARRANTY PROGRAM INSTRUCTIONS (Government Purchasers only)

COMPUTER MONITORS	
Brand New Exchange Unit (DOA)	Repair Service (NON-DOA)
Under 30 Days of purchase date. Freight Term: Hyundai Service Center will pay both ways. (Except Alaska & Hawaii)	36 Months (3 Years) Warranty of Monitor Freight Term: Hyundai Service Center will pay both ways. (Except Alaska & Hawaii)

How to get the warranty service:

To obtain warranty service, please contact Hyundai IT via www.hyundaimonitor.com Customer Support for a Return

Instructions for Government customers:

Go to: www.hyundaimonitor.com

Click: Section titled customer service

→Next Click section titled: **US GOVERNMENT CUSTOMERS**

- Next select agency or contract monitor was purchased through (if no present select section titled other)
- Next agree to terms and conditions
- Next fill out requested information including serial numbers
- Select request for advanced unit or repair service based on chart above
- Last click submit
- RMA will be processed within 48 hours and you will receive instructions for processing the service of the unit.

To obtain an Authorization Number (RMA). You will be required to provide:

- A. Agency and/or Company name.
- B. Your name.
- C. Your address & Phone number, email address
- D. The model number & serial number of the product
- E. A description of the problem.

NOTE: Hyundai is not responsible for any returned product without an Assigned RMA number.