



# **AOC Monitor Warranty Policy**

## **1. Standard Three-Year Warranty**

AOC and Philips monitors are covered by a three-year (36-month) warranty from the date of purchase or up to thirty-nine (39) months from the Manufacture Date (MFD). This warranty entitles dealers and/or customers to have their monitors repaired by Touchstream Digital, Inc. (TDI) Customer Service Center in Quezon City at no charge.

Dealers are required to sell their stocks within three (3) years from the unit's Manufacture Date (MFD) to ensure warranty eligibility. Beyond this period, TDI and MMDSG will no longer accept the unit for RMA processing. In such cases, dealers shall bear full responsibility for the warranty coverage of any unsold units remaining in their warehouse or store.

- For monitors that are covered by this three-year warranty policy, Touchstream Digital, Inc. Customer Service Center have the option to do one of the following:
  - Repair and/or make good the defective product with new or remanufactured parts
  - Replace it with a new or remanufactured product. Replacement unit will be of the same age and condition of the replaced unit.

\* TDI shall not be held liable for items received with customer induced damages (CID) or physical defects such as scratches and/or dirt on the monitor itself, damaged box unit, etc...

## **2. Voided Warranty and/or Out of Warranty Services**

Warranty automatically becomes void if the product has been physically damaged or rendered defective.

- i. As a result of accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances.
- ii. As a result of normal wear and tear.
- iii. By the use of parts or peripherals not authorized by manufacturer.

- iv. By modification of the monitor.
- v. If used in an improper operating environment.
- vi. If the serial number or product code sticker of the monitor is removed/tampered/defaced.
- vii. As a result of a service rendered by anyone other than TDI Customer Service Center.
- viii. As a result of the monitor not being operated in conformity with AOC and Philips monitor user manuals.
- ix. Cosmetics issues arising from customer induced damage/s.
- x. Cause by external liquid & external force.

### **3. Shipping Cost for Repair of In-Warranty Monitors**

- 3.1. The TDI Customer Service Center shall provide RMA pull-out and delivery of repaired monitors within city limits.
- 3.2. Provincial dealers/end users: TDI will shoulder two-way freight costs (free freight) for defective units.
- 3.3. Manila End Users (EU): End users may choose to send their RMA monitors to the TDI Customer Service Center in Quezon City via Lalamove (at their own expense) or by walk-in (carry-in).
- 3.4. Manila dealers: TDI will pull out RMA monitors and return them to the dealer once repairs are completed.
- 3.5. A dealer who purchased from a sub-distributor (dealer) is considered an end user.

### **4. DOA/OBF**

- 4.1. For dealers placing bulk orders, units are eligible for replacement within 30 days from the purchase or delivery date, provided that the serial number indicates the unit was manufactured within 15 months from the manufacturing (MFG) date.
- 4.2. If the unit qualifies for replacement within 30 days but has a manufacturing date between 15 and 39 months old, only standard repair services will be offered — no replacement will be provided.



4.3. For end-users, the replacement period is 7 days from the purchase or delivery date from the store where they bought the unit.

4.4. In-warranty monitors deemed not repairable. For reason of end-of-life or unavailable parts, replacement unit will be of the same age and condition as the RMA unit.

## **TDI & APC RMA PROCESS**

To request an RMA for AOC and Philips monitors, please follow the appropriate instructions below:

### **1. For customers within Metro Manila and Other Provinces except Cebu**

Email your RMA request with complete details to **Touchstream Digital, Inc. (TDI)**:

Required Information:

- a. Model
- b. Serial Number
- c. Defect/Problem
- d. Proof of Purchase / DR copy (optional)
- e. Picture of the reported problem
- f. No box – no pull-out
- g. No RMA number – no pull-out

### **Authorized Service Provider (Nationwide):**

#### **Touchstream Digital, Inc.**

Address: #7 Baler St., Brgy. Del Monte, Quezon City

Mondays to Fridays – 9:00 AM to 5:00 PM (except for weekends & holidays)

Email: [rma@tdiphil.com](mailto:rma@tdiphil.com)

Mobile: 0917 586 1170

Landline: (02) 8 354-4075 local 114



## 2. For customers in Metro Cebu and Cebu Province

Email your RMA request with the same complete details to **Asia Pacific Computers (APC)**:

Required Information:

- a. Model
- b. Serial Number
- c. Defect/Problem
- d. Proof of Purchase / DR copy (Optional)
- e. Picture of the reported problem
- f. No box – no pull-out
- g. No RMA number – no pull-out

### **Authorized Sub-Service Center (Metro Cebu & Cebu Province):**

#### **Asia Pacific Computers**

Address: 869 A.S. Fortuna St. Banilad, Mandaue City

Mondays to Fridays – 9:00 AM to 5:30 PM (except for weekends & holidays)

Contact person: Marjun Lledo Reponte

Email: asiapacificcomputersrma@gmail.com

Landline: (32) 345-2465 / (32) 345-2466 / (32) 238-8065

Contact Number / Viber: 09176366088

Note: Kindly ensure that the items are prepared and ready for checking and pull-out on the scheduled date.

1. RMA Pull-Out - Our Logistics Staff shall do initial physical check of the RMA item at your Site, accomplish the checklist and acknowledge receipt of item on RMA Pull-Out Request form (POR).
2. For concerns such as panel with scratches, broken panel or the likes, our Logistics Staff shall note them in the POR form and this notation must be countersigned by Dealer's RMA Releasing Staff.
3. Customer is required to properly pack the goods prior to pick up. Open box is recommended to check actual physical condition of the unit/s.
4. TDI RMA Staff shall arrange pull out with TDI nominated forwarder.

5. TDI nominated forwarder will check the following; any concerns, will note in the RMA form and will be countersigned by the customer representative.
6. TDI will deliver/ship back (free freight) repaired items to dealers. Turn-Around Time (TAT) is 7 working days.

### **Parts Warranty (OOW/CID)**

- All replaced parts carry a limited three months warranty. Parts failing within 3 months of being replaced may be serviced for no charge even if the unit warranty has expired.

## **Dirt or Particle**

- i. 0.20 mm and below ( $\leq 0.20$  mm) – Not acceptable for RMA, even if there are dirt or particle occurrences up to six (6), as long as each is 0.20 mm or smaller.
- ii. 0.50 mm and below ( $\leq 0.50$  mm) – Not acceptable for RMA, even if there are dirt or particle occurrences up to five (5), as long as each is 0.50 mm or smaller. If there are more than five (5), the unit is considered out of specification.
- iii. Over 0.50 mm ( $> 0.50$  mm) – Considered over specification and acceptable for RMA, even if only one dirt or particle is visible.

## **TDI LCD Dead Pixel Policy**

- 1.1. Despite adherence to the highest possible standards, the intricate manufacturing of liquid crystal display (LCD) panels may still result in minor visual imperfections. These do not affect the overall performance of the monitor. However, TDI will provide warranty service on LCD monitors if there are more than any of the following:
  - i. Three (3) bright dots
  - ii. Three (3) dark dots
  - iii. Five (5) mixed bright and dark dots



- 1.2. TPV or TDI reserves the right to make the final interpretation and judgment regarding dot definitions and acceptance criteria.
- 1.3. TPV or TDI cannot guarantee that any replacement LCD will be entirely free of pixel defects. These warranty conditions are aligned with standards set by LCD manufacturers.
- 1.4. A bright dot is defined as a white or sub-pixel that remains constantly on. A dark dot is defined as a black or sub-pixel that remains constantly off.

Touchstream Digital, Inc. can enhance its after-service and repair operations to deliver superior customer experiences, drive operational efficiency, and support business success within the framework established by TPV's warranty policies and operation flow.