

# **AOC & Philips Monitor Warranty Policy**

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

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

- 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.

TDI Customer Service Officer shall automatically issue a technical report with a quotation for approval for void warranty and/or out of warranty units brought to their attention.

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

- 3.1. TDI Customer Service Center shall extend RMA pull-out and delivery of repaired monitors within city limits.
- 3.2. Provincial dealers/end users: TDI pays two-way freight (free freight) for the defect unit.
- 3.3. Manila End Users (EU): End users have an option to send via Lalamove (charge to EU) or carry in (walk-in) their RMA monitors to TDI Customer Service Center in Quezon City.
- 3.4. Manila dealers: TDI will pull out their RMA monitors and return it back to the dealer once repaired.
- 3.5. A Dealer who purchased from a sub distributor (Dealer) is considered an End user.

### 4. Replacements

TDI agrees to repair monitor/s which is/are under one or more of the following circumstances:

#### 4.1. Dirt (foreign material)

- i. Under 31.5 inch, 0.8mm and below, not acceptable for RMA even 1 or more ( $\leq 5$ ) as long as below 0.8mm; 0.81mm above even 1 or more is acceptable for RMA.
- ii. 31.5 inch, 1mm and below, not acceptable for RMA even 1 or more ( $\leq 5$ ) as long as below 1mm; 1.01mm above even 1 or more is acceptable for RMA.
- iii. Over 31.5 inch, 1.5mm and below not acceptable for RMA even 1 or more ( $\leq 10$ ) as long as below 1.5mm; 1.51mm above even 1 or more is acceptable for RMA.

4.2. 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.

### 5. DOA/OBF

5.1. For dealers placing bulk orders, units are eligible for replacement within 30 days from the purchase or delivery date, provided that the unit's serial number indicates it was manufactured within 15 months of the manufacturing (MFG) date. If the unit's serial number falls within the 30-day period but indicates a manufacturing date over 15 months but within 39 months, we can only offer normal repair services; no replacement will be provided.

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

## TDI RMA PROCESS

To request for RMA for AOC and Philips monitors, please follow the steps below:

1. Email RMA Request with complete details to Touchstream Digital, Inc. Customer Service Center (TDI), details required are:
  - 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

Touchstream Digital, Inc. Customer Service Center:  
Address: #7 Baler St., Brgy. Del Monte, Quezon City

For RMA Pull-Out / follow-up – Cristine Bautista - [cristine.bautista@tdiphil.com](mailto:cristine.bautista@tdiphil.com)  
– Maribel Tecson - [maribel.tecson@tdiphil.com](mailto:maribel.tecson@tdiphil.com)  
– Riza Aniban - [riza.aniban@tdiphil.com](mailto:riza.aniban@tdiphil.com)  
Mobile: 09175861170  
Landline: (02) 8 354-4075  
Office hours: 8am-5pm (Monday-Friday)

TDI Customer Service coordinator shall revert via email with RMA Number.  
Note: Please have the items ready for checking and pull-out on the scheduled date.

2. 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).
3. 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.
4. 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.

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

### **Parts Warranty**

- 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.
- Parts may include the likes of purchased accessories such as adaptor, VGA cable power cord, top stand, monitor base.

## **TDI LCD Dead Pixel Policy**

- 1.1. Despite the highest possible standards, the intricate manufacturing of liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of LCD displays of monitors. However, TDI will provide warranty service on LCD monitors when 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. TDI cannot guarantee that any replacement LCD will have zero-pixel defects. These LCD screen warranty conditions are offered by the LCD manufacturers.
- 1.3. A bright dot is a white or sub-pixel that is always on. A dark dot is a black or sub-pixel that is always 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.