



eCinema Systems, Inc. One (1) Year Limited Warranty

1 Year Standard Warranty

Parts: 1 Year

Labor: 1 Year

eCinema Systems warrants the product you have purchased from eCinema Systems or an authorized eCinema Reseller against defects in materials or workmanship under normal usage conditions for one (1) calendar years. This limited warranty commences on the date of purchase and entitles customer to a one-year parts and a one-year repair labor warranty. Your sales receipt, showing the date of purchase is your proof of purchase date.

1. **Warranty Service:** During the warranty period, repair of eCinema products takes place in 5 to 7 business days upon receiving the initial call from the customer, depending on the severity of the problem with the product. Shipping and/or waiting lead-time for payment is excluded. eCinema will repair or replace defective parts with new or, at eCinema's option, serviceable used parts that are equivalent to new parts in performance. All exchanged parts and products replaced under this warranty will become the property of eCinema. Warranty is available to eCinema distributors, dealers, direct customers and end-users. Express shipping is available with additional charges.

Note: RMA number must be issued before any eCinema products returned.

2. **Out of Warranty:** If the warranty has expired, eCinema will still repair or service your product for a fee. The request for service will be held until payment for all repairs are received in full or the dealer has obtained a valid credit card number.
3. **D.O.A. (Defective on Arrival):** A DOA unit must be reported within 30 days of receipt. An RMA number must be issued for proper return tracking. eCinema will replace the DOA unit with a new unit, while eCinema covers freight charges both ways. In order to ensure eCinema receives the faulty unit, a credit card number must be obtained before eCinema sends out a replacement. **If the returned part or monitor is found to have no problem, there will be a \$250.00 service fee plus freight charges.**
4. **Damages:** All damages must be reported IMMEDIATELY and no later than 7 working days after receipt of the product. Customer must stipulate on the receiving freight bill that there is a visual damage to the carton and/or the goods when delivered. It is the customer's responsibility to inspect all freight for concealed damage before signing for release. After 7 days, customer is responsible for all incurred repair costs, which include: labor, parts, and all related shipping charges. In such cases, eCinema will repair the unit under the condition that customer will be responsible for all shipping charges.
5. **RMA Procedure:**
 - a. Customer contacts eCinema either by phone (661) 294-7444 or by email to support@ecinemasystems.com.
 - b. An eCinema service representative will send an RMA Request Form to the customer, at which point the customer fills it out and returns it to eCinema.
 - c. Upon receipt, eCinema will confirm and call/email the customer back with the RMA number and shipping instructions.
Note: The RMA number must be clearly posted on each box or unit will be rejected.
 - d. If the customer does not have a trucking company, eCinema will arrange a pick up for the damaged product.
 - e. The cost of freight for repairs will be split by the customer and eCinema, where customer pays for one-way shipping and eCinema is responsible for return shipping.
Note: We will not accept any freight by returns by UPS, FedEx, DHL, and CTC-Prepaid Collect.
 - f. With DOA units, eCinema will issue a call tag. After confirming, eCinema will provide a cross replacement monitor to the customer.
Note: A credit card number must be obtained before a replacement is sent. This is to ensure the defective/damaged monitor is returned in a reasonable amount of time.
6. **Exclusions of Warranty:** This limited warranty excludes all product(s) that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) by operation outside the usage parameters stated in the product's User's Guide; (c) by the use of parts not manufactured or sold by eCinema; (d) by modification of the product; (e) as a result of service by anyone other than an authorized eCinema service provider. eCinema is not responsible for damages caused by loss of any programs, data, or removable storage media.
7. **Technical Support:** eCinema provides telephone support from Monday – Friday, 9:00am to 5:30pm. Contact eCinema at (661) 294-7444, or by email at support@ecinemasystems.com.

Warranty subject to change without notice.