

Warranty Conditions

In addition to our “General Conditions” the following conditions apply for warranty & repair of Fluidwell displays products series:

- According to our “General conditions” Fluidwell’s liability is limited to defects which appear within a period of one year from delivery. Recognizing the need for reliable and durable displays, Fluidwell has always pursued excellence in quality and reliability. To support this claim, the warranty period for all Fluidwell displays product series has been doubled to **two years** from production date. A **three-year** warranty from production date can be obtained by completing the online extended warranty request form within the first year from production date.
- The warranty is only valid for errors with the electronic parts of the Fluidwell display. Our products are handled with great care. Leakage, dust contamination, color change due to UV radiation, paintwork flaws, scratches, dents and other imperfections of the enclosure and window are not covered by the warranty.
- If you want to claim the extended warranty, please include the extended warranty number as stated on the extended warranty certificate.
- Batteries are excluded from warranty.
- Fluidwell cannot be held accountable for any damages that occur during shipment to Fluidwell. Such damages may increase the cost for repair or make the warranty invalid. In that case the damaged products can be returned to you at your expense, if desired. We will contact you beforehand should such case arise. Insurance of the returned shipment is at your own expense.
- All cost for shipment to Fluidwell and back are at your own expense in case of repairs, irrespective whether the repair is executed at your cost or at Fluidwell expense out of consideration. For products repaired under warranty, Fluidwell will pay/credit the shipping cost.
- In case a returned product for repair proves not to be defect in the end, Fluidwell has to charge research cost in order of €30,- and shipping cost are at your expense.
- Return your products as completely as possible for the best diagnostic on defect causes and to avoid (further) damage during shipment. Make sure the products are cleaned and free from oil, dust, grease, chemicals and other filthiness that can hamper defect detection and/or a fast repair or could be potentially harmful for the health of our personnel. Returned products that are too filthy or suspected to be contaminated with potentially hazardous chemicals will be returned to you at your expense and not examined nor repaired.