

Dear Customer,

We are glad to inform you that an EU directive concerning the sale and warranty of consumption goods has been transposed into the Italian legal system by means of Legislative Decree no.24 dd. 2nd February 2002. With such directive, a distinction was created between consumption goods aimed at private citizens and those aimed at professionals.

Notably, the new regulation exclusively applies to the consumption goods aimed at private citizens: as a consequence, those used for professional and business activities will be guaranteed in accordance with the current general discipline on the sale, provided for by the civil code.

In both cases, SCREENLINE, by virtue of the quality of its own products, applies a warranty period of 5 years on the motors and of 24 months on the other components.

WARRANTY CLAUSES

The request for the warranty of the purchased Screenline's products must be directly addressed to the Dealer or the Distributor where they were bought.

The product is guaranteed for a period of 24 (twenty-four) months from the date of purchase. By warranty we mean the reparation or the replacement of the screen which reveals any lack of conformity in respect to the sale contract (and the product information in general), free of charge to the Customer for labour, materials and shipping costs.

Any complaint for defects revealed on the products must be made in writing via e-mail or fax or registered letter addressed to Screenline S.r.l., clearly specifying the claimed flaw in detail.

Screenline has the right to require photographs which provide evidence of the claimed flaw.

The Customer cannot raise any claim for compensation if the screen was installed in false ceilings or in such positions where maintenance and dismantling are particularly difficult.

Screenline S.r.l. will not be responsible for any damages caused to the projection fabric if the screen was installed near, below or above heating and/or air conditioning systems, in false ceilings where there are heat accumulations for whatever reason, and/or in front of or near a window.

The restitution of the faulty product must be previously authorized in writing by Screenline S.r.l. who will provide an RMA number. The returned goods will always have to be accompanied by a shipping document issued with the reason indicated in the authorization, showing the precise description of the product and the RMA number. The RMA number must also be reported on the packaging used for the shipment.

The non complying product must be returned in the original packaging, including all accessories.

The warranty is not valid in case of damages caused by negligence, use or installation not in compliance with the supplied instructions, tampering, alterations to the product or to the serial number, damages due to accidental causes or to the Customer's negligence with particular reference to the external parts. Moreover, it will not be valid in case of breakdowns due to the connection of the appliance to different tensions from those suggested or to sudden network tension changes to which the appliance is connected, as well as in case of breakdowns caused by infiltrations of liquids, fire, inductive/electrostatic discharges, or discharges caused by lightning, overvoltage or other external factors not depending on the appliance.

The warranty does not cover the parts subject to wear and tear by everyday use, such as batteries when supplied, connecting cables, connectors, plastic external parts and supports which do not have manufacturing defects.

For the goods sent to RMA which do not have a conformity flaw, shipping costs and a contribution for the testing in the amount of € 30 will be charged.

For any dispute, the Court of Trento will be exclusively competent.