



WARRANTY ON ADEO GROUP PROJECTION SCREENS

General features.

- Adeo Group screens are guaranteed for a period of 5 (five) years as concerns the engine used in each single product and a period of 2 (two) years as concerns structural components.
- The warranty is considered to be valid beginning from the date of the purchase document.
- Adeo Group warranty covers damages and malfunction deriving from normal use of the screen and free of charge replacement of defective parts.
- Withdrawal of screen, forwarding charges and custom duties are to be paid by the customer.
- The warranty is not valid in case of wrong installation, tampering or repair by technicians not authorized by Adeo Group or tampering of the seal of limit switches. The adjustment of limit switches must be done only by technicians authorized by Adeo Group.
- The warranty does not cover the parts that show normal wear and tear, deriving from particular weather or environmental conditions as well.
- Damages or tampering of screens in transit/shipment are not covered by warranty: an accurate inspection when goods are collected/received is, therefore, recommended.

R.M.A. Procedure.

- In case of troubles on screens (subjected to repaired under warranty) Customer must give immediate written communication -by fax or email- to Adeo Group Customer Care Office.
- Any complaint must be accompanied by the serial number which identify the screen (model, details, period of manufacture a.s.o.). The serial number is reachable on each original carton package and also:

1. Motorized and Winch screens: on the sticker placed on lower bar
2. Frame screen: on the frame

- This number is necessary for Adeo Group in order to provide Customer with a Return Material Authorization number (R.M.A.) and to complete this procedure.
- Defected goods must be shipped to Adeo Group warehouse into original package at Customer's expenses; screens sent back to be repaired will not be accepted without a R.M.A. number and/or without a proper packing.
- Adeo Group's Technical Dep. inspects returned screens in the shortest time possible; Adeo Group reserves the right to check that all the details above mentioned have been complied with in order to consider the warranty valid (unsuitable package, lack or tempering of the warranty seals on motorized and winch screens and any other damages or tempering of screens must be considered as reasons for which warranty cannot be recognized as valid anymore).
- Repaired screens will be shipped back to Customer's warehouse at Adeo Group's expenses.
- Any repair or maintenance operation not covered by warranty and related shipment and Custom expenses will be charged to the Customer.

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