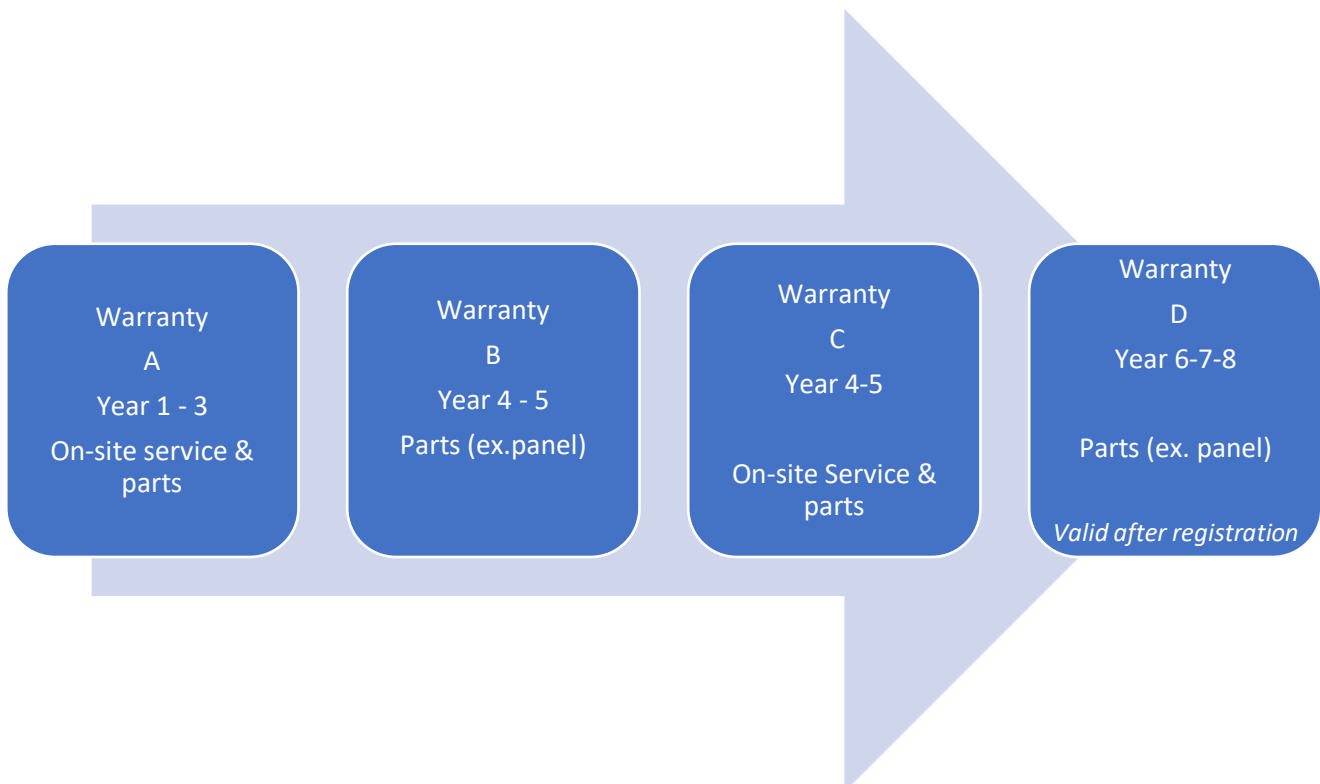


Warranty Policy

(NL, DE, AU, BE, LUX, FRA)



General Conditions

1. This warranty policy represents a contract between Legamaster International B.V. and the end user of the Legamaster product.
2. This warranty policy is only valid for customers located in The Netherlands, Germany, Austria, Belgium, Luxemburg and France.
3. The actual warranty coverage per product can be found in the 'warranty coverage document'.
4. Whether an organization can be categorized as an educational institution or a corporate organization will be at the discretion of Legamaster International B.V.
5. To fulfil the terms of this warranty policy, Legamaster International B.V. can make use of third parties at its own discretion.
6. Legamaster International B.V. is the sole executor of this warranty policy. Every warranty claim needs to be reported to and registered by Legamaster International B.V. (either through a dealer, Legamaster subsidiary or directly at Legamaster International B.V.) before this warranty policy can come into effect.
7. The warranty period starts at the date of purchase (as stated on the invoice issued to the end-user by Legamaster B.V., a Legamaster subsidiary or a Legamaster dealer).
8. The applicable products must be installed within a period of 6 months after purchase (as stated on the invoice issued to the end-user by Legamaster B.V., a Legamaster subsidiary or a Legamaster dealer) for this

warranty policy to be applicable. Installation invoices need to be included, including model and serial-numbers, as proof of the actual installation date for this warranty policy to be applicable.

9. If any of the conditions mentioned in this warranty statement are not met, Legamaster International B.V. has the right to withhold any service and / or components as mentioned in this warranty statement.
10. If additional warranty (and/or D) is applicable for the product under warranty, that additional warranty only becomes valid after successful registration of the products. Registration is only considered successful after confirmation of Legamaster International B.V. When additional warranty is purchased, registration will be automatically completed.
11. To obtain the additional warranty, products need to be registered to the location they are actually used. If products are relocated (to be used at another location), Legamaster International B.V. needs to be notified in order to maintain the 'additional warranty'. Legamaster International B.V. will confirm the relocation-notification in writing. Without this confirmation, relocation of a product will cause the 'Additional Warranty' to become invalid.
12. Additional warranty can only be claimed if the products that need to be covered by that additional warranty are successfully registered within a period of 6 months after purchase, as stated on the invoice issued to the end-user by Legamaster B.V., a Legamaster subsidiary or a Legamaster dealer

Warranty Overview

DOA

A defective product will be considered as Dead-On-Arrival (DOA) if the defect is reported within 14 days after purchase as stated on the invoice issued to the end-user by Legamaster B.V., a Legamaster subsidiary or a Legamaster dealer and applies to the following conditions:

- the product is not a demo, B-quality stock or show model
- the product has been sold by an official Legamaster reseller
- the product is still in its original packaging and including all accessories
- the product has not been used and has no signs of usage
- the failure is not caused by external influences

Legamaster will check if the DOA-claim is valid. If so a new product will be shipped to the end-user and the defective unit will be picked up at the end-user.

If a DOA claim has been made, but the conditions as mentioned above have not been met, Legamaster reserves the right to invoice transport costs and repair- or restocking costs of € 250,=.

Warranty A

Legamaster guarantees 'on-site' repair of the product for a period of 3 years. When necessary and at the discretion of Legamaster International B.V., a defective unit can be replaced by a similar – functioning – unit in at least the same condition, whereas the remainder of the original warranty-period will be transferred to the replacement unit.

Replacement parts used in repairing a defective product are warranted to be free from defects and to remain so during the remainder of the original warranty period of the product. Replacement parts do not prolong the warranty period of the product.

Warranty B

In year 4 and 5 of the life-time of the product (calculated from the date of purchase as mentioned on the invoice) Legamaster International B.V. offers an additional 2 year warranty period on parts and/or components, excluding the panel of the product. During this 2 year period, following conditions apply:

In year 4 and 5 Legamaster International B.V. guarantees the replacement of defective parts and / or components of the product, excluding the panel of the product. Legamaster B.V. will offer the end-user a replacement components for the defective component that is warranted to be free from defects and to remain so for the remainder of the warranty-period of the product. Replacement parts do not prolong the warranty period of the product.

During this warranty period, If needed, Legamaster International B.V. will assist end-user in repairing the defective unit, either on-site or when needed at our own service department in Lochem, The Netherlands. The end-user will be charged – after consultation with the end-user – a service fee of which the amount is dependent on the labour time and travelling distance or shipping costs needed to perform the mentioned repair.

When necessary and at the discretion of Legamaster International B.V., a defective unit can be replaced by a similar – functioning – unit in at least the same condition, whereas the remainder of the original warranty-period will be transferred to the replacement unit.

Additional Warranty

On applicable products sold in applicable markets Legamaster B.V. can offer an additional warranty, as specified below under ‘Warranty C’ and ‘Warranty D’.

Corporate customers

For eligible products, corporate customers can purchase ‘Warranty C’ from Legamaster International B.V., one of its subsidiaries or through one of its dealers.

Educational Institutions

Legamaster B.V. offers Extended Warranty packages C and D on certain eligible products to educational institutions at no additional cost. These extended warranty terms are only valid if the user of the product meets the terms set forth in this warranty statement. Legamaster International B.V. has the sole right to judge whether and therefore if these terms apply to the end-user and the products registered. To register products users need to state that the products are bought by and used in an educational institution. Registration is considered successful after submitting the name of the institution, the location of the institution, a valid e-mail address to which Legamaster International can send product updates and information, the serial-numbers of the products that need to be covered by ‘Warranty C’ and ‘Warranty D’. Multiple products (serial numbers) can be submitted in 1 registration procedure. A registration procedure is limited to 1 single location.

A registration can only be considered ‘successful’ after a written confirmation of Legamaster International B.V.

To obtain the additional warranty, products need to be registered to the location they are actually used. If products are relocated (to be used at another location), Legamaster International B.V. needs to be notified in order to maintain the ‘additional warranty’. Legamaster International B.V. will confirm the relocation-notification in writing. Without this confirmation, relocation of a product will cause the ‘Additional Warranty’ to become invalid.

Warranty C

Warranty C prolongs the terms of Warranty A from a period of 3 years after purchase as specified on the invoice to a period of 5 year after purchase as specified on the invoice.

Warranty D

After the warranty period of 5 years has expired (see Warranty A and Warranty C), Legamaster International B.V. offers an additional 3 year (years 6, 7 and 8) warranty period on parts and/or components, excluding the panel of the product. During this 3 year period, following conditions apply:

In year 6, 7 and 8 Legamaster International B.V. guarantees the replacement of defective parts and / or components of the product, excluding the panel of the product. Legamaster B.V. will offer the end-user a replacement component for the defective component that is warranted to be free from defects and to remain so for the

remainder of the warranty-period of the product. Replacement parts do not prolong the warranty period of the product.

During this warranty period, If needed/requested, Legamaster International B.V. will assist end-user in repairing the defective unit, either on-site or when needed at our own service department in Lochem, Netherlands. The end-user will be charged – after consultation with the end-user – a service fee of which the amount is dependent on labour time, travelling distances or logistics-fees needed to perform the mentioned repair.

If, due to circumstances, Legamaster International B.V. can no longer supply a replacement part to comply with above stated warranty terms for year 6, 7 and 8, or when the end-user so chooses, Legamaster International B.V. may offer to the end-user a discount on a new product replacing the defective product. For this regulation, following conditions apply:

- The discount is applied on a product replacing the defective product and will be chosen from Legamasters line of products.
- This replacement purchase will be transacted between the end-user and Legamaster International B.V.
- The discounts applied are valid on the RSP prices of the replacement product Legamaster International B.V. uses on the date of reclamation by the end-users, as are communicated in Legamaster International B.V.'s pricelist of which a copy can be obtained by contacting Legamaster International B.V. or one of its subsidiaries.
- The discounts applied on the RSP's of the replacement product are as follows:
 - o Year 6: 35% discount
 - o Year 7: 30% discount
 - o Year 8: 25% discount
- Legamaster International B.V. will specify the product range that, at the time of the reclamation, can be considered a replacement of the product on which the original warranty was given.

Warranty Exclusions

Warranty does not apply to the following: defects, loss and/or damage of /to the product or of / to its components as a result of:

- Failure to adhere to the use and maintenance instructions as described in the user manual for the respective product
- Faults or defects which have been caused by the incorrect operation of connected hardware, cabling or operating systems, short circuits or inadequate power supply;
- Repairs, or attempts at such, carried out by anyone other than an Authorized Service Partner;
- Negligent operation on the part of the user or third parties
- Mounting on non-Legamaster accessories that may cause the product to shake excessively, such as 3rd party height adjustable systems or side panels
- Incorrect operation of connected hardware, cabling or operating systems, short circuits or inadequate power supply, such as fluctuations of electric current
- Pixel defects, insofar as these come under the stipulations of pixel defect category II in accordance with standard ISO 9241-302, 303, 305, 307:2008.

In addition, the following are also excluded from being repaired and/or replaced cost-free:

- Normal wear and tear, including scratches, scrapes and dents.
- Defects which do not have any appreciable effect on the operation or value of the product;
- Breakage of glass, scratches on glass;
- Image retention and "ghost image"
- Accessories supplied with the product, including remote control devices and cables