

## UNITED KINGDOM (UK)

Dear Customer,

Thank you for your purchase and for your confidence in our company. This product meets applicable safety requirements and has undergone stringent testing during manufacturing process.

Should there occur a defect, the product or its defective part(s) will be repaired free of charge (labour and parts) or, at our discretion, exchanged for the same or a similar item, provided that the claim has been done during the warranty period, 24 (twenty-four) months from the date of original purchase (date of receipt). If the product is used in a commercial environment, the product and its parts will have a 12 (twelve) months warranty only.

### **Conditions of application of the commercial guarantee:**

To benefit from the warranty, register on [www.tcl.com](http://www.tcl.com) or contact us:

1. You will be required to
  - Provide your Family Name, First Name, postal address, telephone number and e-mail address;
  - Provide the original invoice or delivery slip indicating the commercial reference (model), the date and place of purchase of the Product or the date and place of delivery of the Product and the Point Of Sales details (name, address). In some countries, a stamped warranty card containing the same list of information is also accepted.This guarantee may be refused if the documents and information are not presented, if they are incomplete or illegible. This warranty will not apply if the information on the warranty card and the Product such as the serial number and product name has been erased, altered, tampered with, destroyed or rendered illegible in any way after the purchase.
2. The claim must be done during the warranty period, meaning within the 24 months from the date of purchase (date indicated on the invoice / receipt).
3. The Product must have been purchased in the Warranty Application Area (Territorial Field). You cannot claim a repair in a country that is not the country of purchase.
4. It is stated that the guarantee can be transferred only between individuals and not companies. It is the date of the purchase made by the first purchaser that is authentic and run the period of the guarantee.

### **Exclusion of warranty:**

1. Damage and damage caused by accidents, including but not limited to lightning, fire, water and liquids, chemicals, floods, vibrations, improper environment (eg excessive heat, humidity, inadequate ventilation etc.), overvoltages, excessive or inadequate power supply, radiation, electrostatic discharges.
2. To the risks of transport as well as to damage and deterioration caused to the product by inappropriate or improper transport or packaging when returning the product to the manufacturer, dealer or service center approved by the manufacturer. Damage caused to the product during the transport of the manufacturer, reseller or authorized service center to the Customer, is imperatively to be notified by the Customer to the carrier at the time of delivery and receipt of the product on the delivery note (opening of the carton in the presence of carrier and detail the deterioration on the delivery note), failing a reasoned protest must be sent to the carrier by registered letter with acknowledgment of receipt within a maximum of 3 days of receipt. The Customer must also inform the manufacturer within the same period by email to the address indicated at the bottom of the warranty card. After this period, no further protest by the client will be admissible.
3. Damage and damage to the product caused by use not in accordance with a normal personal or private use, especially in the case of industrial, commercial or professional use, improper use or installation not in accordance with the technical specifications and in particular in case of non-compliance with the conditions prescribed in the instructions for use given to the Customer at the time of purchase (in particular the burning of the screen caused by the prolonged display of the fixed logo of a television broadcaster, etc.).
4. Use of the Product with non-compatible or defective consumables, accessories or peripherals.
5. Negligence, lack of supervision, lack of maintenance or maintenance of the Product not in accordance with the manufacturer's instructions for use.
6. Damage and damage caused by natural wear, force majeure or any other external cause.
7. Modifications, adaptations and alterations of the product for use in a country different from those for which it was originally designed and manufactured and any deterioration caused by these modifications.
8. Modifications, adaptations, interventions and alterations of the product (opened or disassembled), carried out by a third party, by an enterprise not authorized by the manufacturer or by an individual.
9. Maintenance and repairs made or attempted by persons other than the manufacturer or a service center approved by the manufacturer.
10. For different uses of normal household uses and for use in a country different from those for which it was originally designed and built.
11. An installation or use of the product that does not conform to the technical or safety standards and regulations in force in the country where it is installed and used.
12. If the serial numbers of the Product are missing or illegible.

13. The Products comply with ISO 9241-307, Class 1. The warranty does not cover individual pixel defects when their number is less than the values of ISO 9241-307, Class 1.
14. To phenomena beyond the control of the manufacturer, including, but not limited to, areas that are poorly covered or not covered by Terrestrial broadcasting...
15. To technical limitations or specificities as mentioned in the user manual.
16. Consumables and parts and accessories. Only a limited one-year commercial warranty from the date of purchase is granted to the accessories under the same conditions of application and exclusion specified in this document.
17. Virus infections or product use with software not provided or incorrectly installed.
18. To aesthetic defects, especially scratches, traces of shocks etc. caused to external parts of the product that do not interfere with its operation.
19. Defects caused by infestation with parasites or insects.
20. It is specified that the Products are always equipped with the or, where appropriate, the latest versions of software available on the date of production. It is up to the final purchaser to regularly update the product software to ensure the latest compatibility and functionality.

#### **Limitation of liability of the manufacturer:**

If all the conditions are met to apply the warranty, the sole responsibility of the manufacturer is to repair or replace the product.

The manufacturer cannot be held responsible for damages and/or injuries resulting from an inappropriate use) of the product, or not in line with the country legislation.

The manufacturer is not responsible for damage that a product may cause to external elements.

The liability of the manufacturer is limited to a compensation for damages and/or injuries resulting from a proven defect of the product, which evidence must be proven by the Customer. Under country legislation, a compensation for indirect and/or moral damages and/or injuries is excluded.

#### **Seller's legal warranties to the consumer:**

As a consumer, you have legal rights according to the legislation applicable to the sale of consumer goods in force in your country. These rights are not affected by this commercial warranty, nor does it limit your rights vis-à-vis the reseller from whom you purchased the product.

These statements do not affect your statutory rights as a consumer under applicable national legislation in force, nor your consumer's rights against the dealer from whom you bought the product.

For UK, please refer to the Consumer Rights Act 2015.

#### **Implementation of the warranty service:**

If you require assistance, service or repair, as part of the warranty, we invite you to refer to the User Manual supplied with your product to carefully read the instruction related to the product, or visit our website [www.tcl.com](http://www.tcl.com), to get access to troubleshooting, FAQ or contact us via the communication channels available for your country.

Otherwise, please contact the dealer who sold you the product.

Important information: Only a national warranty is provided for this product, meaning that you can only use the commercial guarantee in the country where you purchased the product. In addition, the warranty is effective only for the products sold by the European organization of the manufacturer and not for parallel import products. In the event of a warranty refusal for this reason, please contact your Point of Sales.

The manufacturer guarantees any repaired part or product for a period of ninety (90) days from the date of delivery, or until the end of the guarantee, provided that the replacement or repair has been carried out by an authorized Technical Service. All hardware components replaced under warranty will become the property of the manufacturer.

To have your product repaired out of warranty, please contact the Point of Sales who sold the product. He will be able to get in touch with us to activate the support. A paid repair service can then be offered.

In addition, if the defect or malfunction claimed does not meet the above conditions for coverage under warranty, a paid repair service may be offered to you and additional costs may be charged.

#### **Ownership of abandoned Product and Storage Charges:**

Any product entrusted to the manufacturer or its repairer under the warranty or out of warranty that is not claimed or withdrawn by its owner may be resold or destroyed by the manufacturer after one year from the date of deposit. In addition, the manufacturer reserves the right to charge the Customer the storage costs incurred for the conservation of the Product as well as any losses that the deposit may have caused.

#### **Collection and use of personal data (GDPR):**

For more information about data collection, protection or sharing, please read the privacy policy at the following link:

<https://www.tcl.com/uk/en/legal/privacy-notice>

TCL ELECTRONICS UK LIMITED  
1 Brunel Way  
Slough SL1 1FQ  
United Kingdom



Our Support team is here to help  
you through WhatsApp text chat.  
Voice messages aren't supported.

 **0203 795 3308**

09:00h to 18:00h  
(Mon-Fri)