



Aftersale Guidebook

Poland, Slovakia, Czech Republic , Italy ,Germany, Austria,
Spain, Portugal, United Kingdom, Ireland, France, Benelux

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Terms of the Warranty

Out of Warranty Conditions

Terms of the DOA

Service & Contact Information

- ✓ 3-year warranty
- ✓ For Benelux countries hotline service with English language support
- ✓ Providing a solution within 96 hours of the target SLA (during working days)
- ✓ Repair/Swap service, including physicalde/re-installation for standalone screen.
This de-installation and re-installation in the case of a swap include:
 - Deinstalling the installed unit with all connected cables
 - Physically installing the swap unit and connecting all the cables
 - As a swap device, using an equivalent product to the defective product
 - Turning on the unit and check whether it is working
 - Deinstalled unit will be taken back by the service partner

- ✓ For any warranty-related request, proof of purchase (POP) must be provided.
- ✓ The target SLA will start after all the necessary information (Serial number, model description, date of purchase, detailed description of failure & setup, software version, dealer name, etc) has been shared with the authorized service partner.
- ✓ The target SLA won't be valid if any 3rd party must be involved regarding the service intervention. And if the customer cannot receive the authorized service partner flexibly during the target SLA.
- ✓ The screen must be mounted at a maximum height of 175 cm. And special lifting or climbing equipment should not be needed.
- ✓ For Videowall (multi-screen setup), being not within standard warranty coverage, Authorised Service Provider will issue a direct quotation to integrator/distributor.
- ✓ There should be sufficient access and space for the technician/s (according to the size of the product) to safely work on the product. There should not be any entry restrictions, either.
- ✓ Cut of time: order needs to be received before 10 a.m. (otherwise the TAT clock will start on the next business day).

- Lightning or storm damage
- Transport damage
- Any impact from outside
- Accessories specify without warranty
- If the damage, malfunction, or failure results from any third-party software or hardware not contained in the Product as originally configured by VESTEL
- GSM/Network caused issues
- If it is applied serial number has been altered & removed from the product or the wrong/missing serial number
- Non-Technical cases
- Incorrect installation
- End user misuse
- Mechanical-Cosmetic damage
- No Fault Found cases
- Aerial/signal problem
- Unauthorized openings or repairs
- Unauthorized spare part usage
- Complaints within agreed product specifications
- If there are pixel errors that lie within the tolerances specified in ISO standard 13406-2 (pixel error class II)
- Consumable parts
- Accidental damage by the end-user or customer
- If the device has been set up in damp rooms or in the open air
- In cases where the operating instructions have not been properly observed

* For out-of-warranty cases mentioned above, including missing parts and any other customer-induced damage (CID), Vestel has the right to claim the cost at the product owner.

* If the conditions in this document are not met, although it is stated that it does, all costs including the device cost will be charged to the customer.

* If the criteria are not met for any technical exchanges or services, the service partner will inform the customer to contact the system integrator who did the product's first installation.

- DOA warranty to be 30 days after purchase date
- For any DOA-related request, proof of purchase (POP) must be provided.
- The product which is faulty must be returned in its whole, including the original packaging and all of the accessories that were given with it.

INFORMATION

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