

Warranty Policy

Repair or Replacement Discretion: Vu Technologies reserves the sole discretion to repair or replace any defective part. In cases where a replacement is provided, the defective part will become the property of Vu Technologies.

Care During Repairs : Due and reasonable care will be exercised for the equipment provided for repairs at the Vu Service Center to ensure it is repaired within the shortest possible timeframe, subject to the availability of spare parts. However, Vu Technologies shall not be liable for any losses incurred by the customer due to the absence of the Vu product from their premises during the repair process.

Substitute Product Provision: If repairs are delayed beyond six (6) working days solely due to the unavailability of spare parts, and subject to availability, a substitute Vu product may be offered to the customer as a temporary solution

Physical Damage Exclusions: Damage such as scratches, dents, or defects in plastics, rubber parts, LED panels, cabinets, interconnecting cables, or any other physically damaged or burnt parts or product sub-assemblies are not covered under Vu Warranty.

Environmental Damage Exclusions: The Vu Warranty does not cover any damage other than manufacturing and material defects. Damage caused by external environmental factors, including but not limited to fire, heavy rains, drought, high input voltage, floods, and other natural calamities is excluded from coverage.

Warranty Void Clause: The Vu Warranty will be considered invalid and inapplicable if the Vu sticker on the product is found to be missing or tampered with.

The Vu Warranty will be rendered invalid and inapplicable if the product is found to have been tampered with by an unauthorized service Centre/Engineer.

Warranty Coverage for LCD/LED Panel Pixel Defects: Vu Technologies will provide warranty service for your LCD/LED panel under the following conditions:

- Over **3 bright dots, 6 black dots, or 8 mixed bright and black dots** in total.
- **Adjacent bright dots or 2 adjacent black dots.**
- **Bright and/or black dots** within an area of **1/8th portion** of the LED screen.

Definitions:

- A **bright dot** is a white sub-pixel that remains illuminated (visible in any colour except black on a black background).
- A **black dot** is a black sub-pixel that remains unlit (visible as black on a white background).

Zero Bright Dot Policy:

- Exchange service is available only for **bright dot issues** if the request is made within **one month of purchase**.
- Proof of purchase is required for the exchange request.
- This policy does not cover **black dot** pixel issues.

Vu Technologies reserves the right to repair or replace the defective product at its sole discretion in accordance with standard warranty provisions.

Out of Warranty Policy“

Vu Technologies would like to inform its customers that for products that fall outside the warranty period, no free services, replacements, or spare parts will be provided. Once the warranty period has expired, all services, repairs, and part replacements will be chargeable, as per the standard service rates and policies. Customers are encouraged to review their warranty documents and understand the coverage terms to avoid any confusion