TDD GROUP LIMITED

TDD Warranty Policy

Every **TDD** product including all components supplied by **TDD** is warranted for one year (can be extended to 2 years by negotiation). All warranty repairs will be fulfilled at **TDD** factory. Replacement parts or products will be furnished on an exchange basis only, accompanied by a valid PO. Replaced components and/or products become the property of **TDD**. Those components or items not returned to **TDD** will be due and payable against the valid purchase order and invoice.

Warranty Policies are as follows:

Warranty Period
This covers all **TDD**-supplied components for one year from date of shipment and provides a basic return-to-factory warranty. Should **TDD** products fail to perform properly any time within the period, the customer removes the components or products and ships it to **TDD** licensed office address at customer's expense.**TDD** will repair or replace the components or products and return it to the customer at customer's expense within 2 working weeks of receipt. The customer is responsible for re-installing the repaired components or products.

For the advantages of customers' sides, **TDD** invites customers' technician or engineer to **TDD** factory and offers the services of Free Charge Training to them on the products.

Disclaimers of the warranties
No warranty is expressed or implied for products damaged by accident, abuse, misuse, natural or personal disaster, or unauthorized modification. All warranties for product, expressed or implied, including merchantability and fitness for a purpose, are limited to a one year duration from date of shipment; no warranties, expressed or implied, will apply after that period. If product does not perform as warranted herein, the owner's sole remedy shall be repair or replacement.

Extended warranty:
TDD provides the customer prepaid warranty/service program. Please contact our sales who following you up for the contract of Extended Warranty before you place the order to **TDD** or write email to sales@tddtouch.com and support@tddtouch.com for details.

TDD GROUP LIMITED
Add:T2-B608, Shenzhen Software Park, No.22 Gaoxin South 7th Road, Nanshan District, Shenzhen 518057, China
Tel / Fax:+86-755-86724815E-mail:sales@tddtouch.com