

# WARRANTY POLICY

## WALL MOUNT DISPLAY FRAME LIMITED ONE (1) YEAR PRODUCT REPLACEMENT WARRANTY

**Warranty** – Deflecto, LLC (“Deflecto”) warrants its Wall Mount Display Frame to be free from defects in workmanship and materials for a period of one (1) year from the time of shipment to the original purchaser and/or one (1) year from the date of original purchase. If this product is defective when used for its intended use under normal conditions within the specified period, Deflecto will replace the product or issue a refund at our discretion, upon proof of purchase within the warranty period. Product replacement or refund of purchase price are the sole remedies provided under this limited warranty.

Deflecto is not responsible for consumer misuse of the product and failure to follow instructions carefully may result in damage.

This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility.

**THIS LIMITED WARRANTY EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES ASSOCIATED WITH ANY WARRANTY CLAIM. PRODUCT REPLACEMENT OR REFUND OF THE COST OF THE WALL MOUNT DISPLAY FRAMES ARE THE SOLE REMEDIES. NO DISTRIBUTOR, RETAILER, SALES REPRESENTATIVE, AGENT OR EMPLOYEE ASSOCIATED WITH DEFLECTO, DIRECTLY OR INDIRECTLY, MAY IN ANY WAY ALTER OR INCREASE THE WRITTEN TERMS, CONDITIONS, EXCLUSIONS OR LIMITATIONS OF THIS WARRANTY.**

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

If you wish to file a claim under warranty please complete and submit the warranty claim form included. The claim form must be completed and it, along with a purchase receipt or invoice and can be sent via e-mail, mail, and/or fax to one of the following:

FAX: 1-877-333-5351

E-MAIL: [customerservice@deflecto.com](mailto:customerservice@deflecto.com)

Deflecto, LLC Attn: Wall Mount Display Frame Warranty Claim Form 7035 East 86 <sup>th</sup> Street Indianapolis, IN 46250
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Deflecto reserves the right to inspect the returned goods for evidence of misuse within 30 days prior to issuing any replacement or refund of the Wall Mount Display Frame(s). Refusal to provide such an opportunity for inspection will void the limited warranty.

# WARRANTY CLAIM FORM

## WALL MOUNT DISPLAY FRAME

Form and proof of purchase must be completed and submitted in order for claim to be processed.

Instructions:

1. Complete Form
2. Include a **COPY** of the purchase receipt or invoice (must show when and where purchased, along with purchase price)
3. The claim form must be completed and it, along with a purchase receipt or invoice can be sent via e-mail, mail, and/or fax to one of the following:

FAX: 1-877-333-5351

E-MAIL: [customerservice@deflecto.com](mailto:customerservice@deflecto.com)

Deflecto, LLC Attn: Wall Mount Display Frame Warranty Claim Form 7035 East 86 <sup>th</sup> Street Indianapolis, IN 46250
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Customer Information:

Name: \_\_\_\_\_

Address (**NO P.O. BOX** addresses accepted): \_\_\_\_\_

City: State: Zip: \_\_\_\_\_

Phone: ( \_ \_ ) - \_\_\_\_\_ Email address: \_\_\_\_\_

Product Number or UPC Code (if available): \_\_\_\_\_

Reason for Replacement: \_\_\_\_\_

Number of Warranted Frames: \_\_\_\_\_

Original Purchase Date: \_\_\_\_\_

Warranty replacements or returns will be shipped to the above address. Turn-around processing requires 4 weeks after receipt and approval of claim.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Office Use Only) Invoice #: \_\_\_\_\_

**Incomplete claims will not be processed.**