

**XVISION ENSURES A GOOD QUALITY AND GUARANTEES AN EFFICIENT OPERATION OF THE PRODUCT.****WARRANTY PERIOD**

1. The warranty for FunFloor Interactive Floor and FunWall Interactive Wall shall be 24 months with reservation of item 2. and item 4.
2. The warranty for the projector's lamp installed in the kit shall be 12 months or 2000 hours of operation.
3. The warranty shall commence as of the start date and signing of the handover protocol.
4. The warranty can be extended for a longer period according to the Xvision price list.

**LIMITATION OF LIABILITY AND OBLIGATIONS**

1. Xvision shall not be liable for any direct, indirect, incidental or consequential loss of estimated profits or savings arising out of use or inability to use a certain product.
2. Xvision shall not be held liable for using the product in non-compliance with its intended purpose as well as for any damages arising out of the product's use.

**DISCLAIMER OF WARRANTY****The warranty shall not cover and be voided by any damages or defects being the effect of the following:**

- improper storage, transport, handling, negligence on the side of the Customer,
- mechanical damaging (i.e. scratches, bruises, cracks),
- improper use, cleaning,
- interference by third parties,
- non-compliance of the Customer with the operation manual,
- arbitrary attempts to repair, modify or tamper with the product by unauthorised parties,
- fortuitous events such as fire, flood, lightning or other natural disaster, chemical or biological impact or any similar events,
- normal wear and tear and wearing parts (LCD panel, DMD in projectors),
- use of the product with a software not delivered with the product,
- irregularities or fluctuations in power supply or in electrical circuits, air-conditioning devices or impact of other environmental conditions,
- use of non-original real wear parts or consumables not approved by Xvision (air filters or lamps).

**THE WARRANTY SHALL NOT BE APPLICABLE TO THE FOLLOWING:**

- cleaning of the devices and its components,
- control tests handled upon the Customer's request,
- activities to be handled by the user in accordance with the operation manual,
- damaging to extra equipment, i.e. batteries, battery packs, CD's, connection cables and parts subject to normal wear and tear in operation.

**WARRANTY TERMS**

1. The warranty period for the repaired product shall continue under the framework of the original warranty.
2. In the event of finding a defect, the Customer shall be liable to immediately report it to Xvision service.
3. Xvision shall reserve the right to bill the Customer for the repair of defects not subject to the warranty, after prior acceptance of the expenses related to the repair by the Ordering Party.
4. All defective parts replaced during the repair shall become the property of Xvision.
5. Should the service state that the removal of the defect is impossible, the Customer shall receive a product with technical parameters similar to (not worse than of the advertised product) or better than the ones of the advertised product.
6. If the damaged device is replaced with another unit, the warranty period shall apply until the end of the warranty period for the device originally purchased.



## WARRANTY PROCEEDING

1. Any warranty claims shall be handled by repair of the device. Any defects disclosed during the warranty period shall be repaired by Xvision free of charge within the following periods:  
for FunFloor EDU - 21 days as of the product's repair acceptance date,  
for FunFloor PREMIUM - 14 days as of the product's repair acceptance date,  
for FunFloor MOBILE - 21 days as of the product's repair acceptance date.
2. The Customer shall be liable to contact Xvision service by e-mail at [biuro@xvision.pl](mailto:biuro@xvision.pl) in order to agree on the optimal way to send the damaged product for repair.
3. The Xvision service will find the product's faulty module remotely (by phone, via Internet):  
for FunFloor EDU within 72 hours as of reporting the defect,  
for FunFloor PREMIUM within 48 hours as of reporting the defect,  
for FunFloor MOBILE within 72 hours as of reporting the defect.
4. Any expenses related to the product's transport and insurance from and to the Customer shall be incurred by Xvision.
5. The Xvision service hereby undertakes to pick up the damaged module by courier service as specified by Xvision and send the repaired or new module to the Customer along with the assembly manual.
6. In the event Xvision finds that the repair shall require an intervention of a technician, the Customer shall undertake to send the device to Xvision service.
7. The Customer shall have the option of commissioning Xvision to repair the equipment on site (extra payable service).
8. The Customer shall have the right to use the replacement equipment provided by Xvision for the time of repair (extra payable service).
9. The claimed product must be delivered to Xvision service in a secure packaging preventing the product from being exposed to further damaging.
10. The shipping company shall be held liable for any possible shipments lost in transit.
11. The Customer shall be solely liable for proper labelling of the packaging for shipping ("FRAGILE" and "TRANSPORT IN VERTICAL POSITION" labels).
12. The Customer shall undertake to check the condition of the shipment upon its delivery by the transport company. In the event of reporting a damage to the box or product, the Customer shall draft a report in person and submit a claim to the transport company for the damaged equipment.
13. Preferred hours of reporting defects by phone shall be during Xvision working hours, from Monday to Friday from 8:00 a.m. to 4:00 p.m.

**Before sending a complaint, please kindly contact the service.**

**Telephone numbers and the correspondence address may be found at: [www.funfloor.pl](http://www.funfloor.pl)**