

## DEFECTIVE ON ARRIVAL INSTRUCTIONS

Nanov Display, Inc (NDI) uses the following guidelines for DOA product reporting, verification and resolution. This DOA policy applies to NANOV hardware LCD Signs products offered to authorized distributors, partners and original purchasers. As new products are offered, NDI reserves the right to determine whether or not this policy applies. This DOA policy does not apply to any items internal to the unit, accessories, 3rd party products that do not bear the NDI brand name or units that have been re - imaged, have had 3rd party components installed or have incurred customer induced damage. Please contact the 3rd party manufacturer directly for any product issues relating to non-NDI product(s). DOA decisions are at the sole discretion of NANOV Display, Inc and shall be final. This policy is subject to change with 30 days' notice. "DOA" is defined as Defective on Arrival. If a NANOV Product shows symptoms of a hardware failure preventing basic operation upon its first use out of the box, then it may be deemed DOA.

**Reporting;** If you purchased your product from an authorized distributor or VAR and believe that it is DOA, please call your distributor or VAR within 5 business days of your receipt of the product. They will contact NDI Support who will process the request to determine whether the product is DOA and upon such determination offer you replacement or repair options.

Product must be deemed DOA by Nanov Display, Inc. within 10 business days of your receipt of the product in order to receive a replacement unit.

If you purchased your product directly from Nanov Display, Inc. and believe it to be DOA, please email DOA form to [info@nanovdisplay.com](mailto:info@nanovdisplay.com) within 5 business days of your receipt of the product. NANOV Display, Inc Technical Support will process the request to get the product to the warranty center to determine whether the product is DOA and upon such determination offer you the following options:

- **Replacement:** The same product that you ordered will be shipped to you at NANOV's expense. The replacement is limited to the original unit configuration as it shipped from NANOV. Replacement products are placed on NANOV's standard 8-10 week lead time for build and delivery.
- **Service:** You may have the product repaired; however, once serviced, the product is no longer eligible for DOA replacement.

**Other Terms and Conditions:** If the product is reported as DOA to NANOV more than (i) 5 business days after you receive it or (ii) 45 days from the date NANOV shipped the product, whichever is earlier, NANOV's standard product warranty shall apply. If the product is deemed by NANOV NOT to be DOA, NANOV's standard product warranty will apply. Shipping will be arranged at NANOV's expense for all products determined by NANOV to be DOA. NANOV reserves the right to test the returned DOA product.

Note: If the condition of the product is misrepresented by customers, the client will be responsible for \$500.00 handling fee plus shipping cost and the product will be returned to customers at customers' expense.



## SHIPMENT DISCREPANCY INSTRUCTIONS

### Shipment Discrepancy and DOA Form

Carefully inspect the condition of each Nanov Display shipping carton when it arrives. If you notice any signs of damage or tampering to the shipping carton(s) or crate(s), or any incorrect quantity, please contact Nanov Display Customer Service immediately. You may submit a Shipment Discrepancy Report Form by email to [info@nanovdisplay.com](mailto:info@nanovdisplay.com), or dictate it by phone at 1-877-408-9944. See full instructions below, and the Shipment Discrepancy Report Form at page bottom.

**NANOV Display is not responsible for any shipment discrepancy not reported within 24 hours for unopened goods, and 48 hours for opened goods.**

Instructions for unopened goods	Instructions for opened goods
<p>If you refuse the shipment:</p> <ol style="list-style-type: none"> <li>1. Make note of any shipment discrepancy you observe, and the quantity, so you may fill out the Shipment Discrepancy Report Form.</li> <li>2. Note this information on the shipping receipt while the driver is still at your location.</li> <li>3. Submit the Shipment Discrepancy Report by email to <a href="mailto:info@nanovdisplay.com">info@nanovdisplay.com</a> <b>within 24 hours</b></li> </ol>	<p>If you accept the shipment, and choose to inspect the physical goods:</p> <ol style="list-style-type: none"> <li>1. Sign for the shipment</li> <li>2. Carefully inspect the condition of each NANOV Display unit</li> <li>3. Make note of any shipment discrepancy you observe, and any relevant quantity</li> <li>4. Submit a Shipment Discrepancy Report by email to <a href="mailto:info@nanovdisplay.com">info@nanovdisplay.com</a> <b>within 48 hours</b></li> <li>5. If you discover the physical units are dead on arrival (DOA) after a 48 hour period, follow <b>DOA Instructions</b>.</li> </ol>
<p>If you accept the shipment</p> <ol style="list-style-type: none"> <li>1. Indicate "damage subject to inspection" on the shipper's bill of lading or waybill.</li> <li>2. Sign for the shipment.</li> <li>3. Submit a Shipment Discrepancy Report by email, to <a href="mailto:info@nanovdisplay.com">info@nanovdisplay.com</a> <b>within 24 hours</b></li> </ol>	
<p>* If the shipment is through ground freight, do not move the goods to your location from the shipment drop-off until you are satisfied there is no shipment discrepancy.</p>	

#### Shipment Discrepancy Report Form

1. Fill in the following information.

Name of business:		Purchase Order / invoice #:	
Name of contact person:		Report Date:	
Address:		Phone:	
City and State/Province:		Email:	

2. Use appropriate codes space for the type of shipment discrepancy to complete the form below. Include a detailed description and photos.

#### Shipment Discrepancy Codes

A. Signs of damage (scratches, rip, tear, or stain in shipping carton)	B. Signs of tampering (opening, broken seal, or re-taping in shipping carton)	C. Incorrect quantity (missing units, or additional units)	D. Incorrect shipment (incorrect model or shipment location, duplicate order)
E. Missing parts	F. Late delivery	G. Damage to physical goods	I. Other shipment discrepancy (please specify)
Serial numbers	Shipment Discrepancy Codes	Describe here if any additional information	