

3. Duo Display limited warranty and return policy

Notice-Check the shipment immediately after reception
All problems must be reported within 7 days of receipt of order

All custom orders are NON-RETURNABLE

A. Limited Warranty on Duo Display Products

Duo's warranty offers customers confidence that they are buying a quality product, backed by a quality organization. Duo USA Inc., a New York corporation operating in the United States, extends a limited warranty to the structural components and accessories of its products. The warranty described below is limited and does not apply to any graphics, panels, photo materials or other non-Duo items that might be added to a Duo product.

Duo warrants most of their products for the lifetime of each product against manufacturer's defects in materials and workmanship.

All accessories manufactured and produced by Duo including bags, lights, and shipping cases are subject to a warranty period of one year from the date of shipment against manufacturer's defect in material and workmanship.

The conditions of the warranty are:

1. The Duo products shall have been subject to only normal use and service and shall not have been misused, neglected, altered, improperly set up or otherwise damaged; and
2. There shall be no evidence of tampering or deliberate misuse or destruction

No Duo representative, distributor or reseller is authorized to assume for Duo any other obligations or liabilities in connection with the product, or alter the terms of this warranty in any way.

Duo shall not be liable for damages, including special, incidental or consequential damages arising out of or in connection with the performance of this Duo product or its use by the owner.

B. Return policy

No return of any merchandise will be considered without first calling the customer service department (312-421-7755) and RA# being issued by Duo. Any return not bearing a valid RA# will result in no credit being issued to the account. Stock items ordered in error may be returned for credit within 30 days of receipt, subject to a restocking fee of 25%. Upon return of defective goods bearing a RA#, if the claim is valid, depending on the circumstances, product will be repaired, replacement product will be sent or a credit will be issued. Any damage or loss incurred in transit is the responsibility of the carrier unless the shipment is accepted without dispute. Failure to dispute damage at the time of receipt relieves Duo of any and all liability.