

Artome Warranty Terms

Warranty Coverage

Artome warrants that the All-in-One Audiovisual Solution ("the Product") manufactured by Artome is free from defects in materials and workmanship for a period of five (5) years from the date of delivery.

Limited Warranty Periods

Wear parts including but not limited to castors, fabrics, cover glass, hinges, and locks will have a warranty period of two (2) years from the date of delivery.

Exclusions and Limitations

1. This warranty specifically excludes the Epson projector component of the Product. The projector is covered by Epson's separate warranty. Any issues related to the projector should be addressed directly to Epson as per the warranty documentation provided with the Epson projector.
2. Any additional peripherals provided by Artome or Artome dealer which are not branded by Artome are excluded from this warranty.
3. Normal wear and tear including but not limited to changes in surface finishes or pilling of textiles.
4. All software is without warranty of any kind, either express or implied.
5. Artome is not liable for indirect, consequential, or incidental damages arising from the use or inability to use the Product.
6. Use of the Products in connection with non-Artome parts, spares, or materials which have not been approved by Artome.
7. Repairs, alterations, or customization carried out without Artome's written consent or faulty repairs executed by others than Artome or its authorized partner.
8. Products that have been moved or dismantled against Artome's instructions.
9. This warranty is the exclusive remedy for Product defects and supersedes all other warranties expressed or implied.

Conditions for Warranty Claim

1. The Purchaser needs to activate five (5) years warranty by within six (6) months from purchase by registering the product in www.artomeinstaller.com. Without registration the warranty is limited to two (2) years from the date of delivery.
2. If the Artome Products are sold forward, the new purchaser needs to activate the warranty by following the procedure described in Clause 1.
3. For this warranty to be applicable, the Product must be used indoors in normal office conditions, maintained Artome's instructions, and any dismantling or repair of the Product must be completed following the same.
4. During the warranty period and upon the Purchaser's written request, Artome undertakes at its sole discretion to either repair, replace, or refund the price of any parts of the Products delivered which can be proved to be damaged due to bad material, faults in design, poor workmanship, or which fail to meet the Specifications. Artome may use its trained distributors or installation partners to complete the warranty service.

Warranty Service

1. For warranty claims and in-country support, the customer should primarily contact the dealer from whom the Product was purchased. The dealer will facilitate the warranty process with Artome.
2. Artome will repair or replace the defective Product or components at its discretion.
3. Any warranty service will not result in a suspension or interruption of the warranty period or start a new one.
4. The Purchaser shall provide Artome free of charge with all necessary access and other facilities and all information required to enable Artome to ascertain or verify the nature and cause of the defect claimed and to carry out its warranty obligations.
5. For valid warranty claims, Artome shall carry out troubleshooting, dismantling of the defective part, and/or installation of the replacement part if this, in Artome's opinion, requires special knowledge. If special knowledge is not required in Artome's opinion, Artome shall have fulfilled its obligation in respect of the defect when it delivers a repaired or replacement part to the Purchaser. If troubleshooting, dismantling, or re-installation of parts necessitates intervention in equipment other than the Products, the labor and cost incurred thereby shall be borne by the Purchaser.
6. To verify the validity of the Purchaser's warranty claim, Artome may need to request the Purchaser to return the part(s) that are suspected to be defective. Artome arranges transportation for the parts. However, if the Purchaser's warranty claim is unsubstantiated, Artome reserves the right to charge the Purchaser all transport and customs brokerage costs.
7. If the Purchaser gives notice of a defect and the defect is deemed not to be covered by the warranty, Artome shall be entitled to full compensation for the work and costs incurred.
8. If twenty-one (21) days after the expiration of the warranty period the Purchaser has made no specific written claim under the terms of the warranty, Artome shall be released from such warranty obligations.

DISCLAIMERS

ARTOME EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER REPRESENTATIONS, CONDITIONS, WARRANTIES, OR GUARANTEES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE (INCLUDING BUT NOT LIMITED TO COMMON LAW), ORAL OR WRITTEN, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTY SPECIFIED HEREIN IS THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND IN PLACE OF, NOT IN ADDITION TO, ANY OTHER REMEDY AVAILABLE AT LAW OR IN EQUITY.

Modification of Terms

Artome reserves the right to modify these terms without prior notice, effective for products purchased post-modification. Up-to-date terms are found on the Artome website.

Contact Information

For warranty inquiries or assistance, contact the dealer from whom the Product was purchased.