

Artome Warranty Terms

Warranty Coverage

Artome guarantees that the All-in-One Audiovisual Solution ("the Product") is free from defects in materials and workmanship.

- The standard warranty period is two (2) years from the date of delivery for all Products.
- If the Product is registered within six (6) months from the shipping date, the warranty period is extended to five (5) years from the date of delivery.

Register at: artome.fi/en/warranty

- Exclusion Note: The PT-VMZ-AVCART model has its own separate warranty terms and is not covered by this warranty. Please refer to the specific warranty documentation provided with that model for applicable terms and conditions.

Limited Warranty Periods

The following parts of the Product, including castors, fabrics, cover glass, hinges, gas springs and locks, are considered wear parts. These are covered by a two (2) year warranty from the delivery date.

Exclusions and Limitations

This warranty does not cover:

- Any projector supplied with the Product, which is covered by the projector manufacturer's own warranty. Issues related to the projector should be handled directly with the projector manufacturer according to their warranty terms.
- Any peripherals or accessories that are not manufactured by Artome.
- Normal wear and tear, including but not limited to changes in surface finishes or pilling of textiles.
- Damage or defects caused by repairs, modifications, or customizations carried out without Artome's approval, by anyone other than Artome or its authorized partners, or involving parts, spare parts, or materials not manufactured or approved by Artome.
- Products that have been moved or dismantled against Artome's instructions.

Note: Firmware is considered part of the Product and is covered under the same warranty period. However, Artome does not warrant that the firmware will be error-free. If a firmware update is supplied under warranty, the Purchaser is responsible for performing the update in accordance with Artome's instructions.

Artome is not liable for indirect, incidental, or consequential damages arising from the use or inability to use the Product.

This warranty is the exclusive remedy for product defects and supersedes all other warranties expressed or implied.

Conditions for Warranty Claim

- If the Product is resold, the new owner must also register the Product to maintain the extended five (5) year warranty.
- The Product must be used indoors in normal office conditions, maintained as instructed by Artome, and dismantled or repaired only as directed.
- During the warranty period, Artome may, on its own initiative or upon the Purchaser's written request, at its discretion repair the Product, replace the defective part, or refund the purchase price of the defective part if the defect is proven to result from faulty materials, design, or workmanship. Warranty service may be carried out by Artome's authorized distributors or installation partners.

Warranty Service

- For support and claims, contact the dealer or distributor from whom the Product was purchased. The dealer or distributor will coordinate the warranty process with Artome.
- Warranty service does not extend or restart the warranty period.
- The Purchaser must provide Artome with access, information, and other support needed to verify the defect and complete the warranty service.
- If troubleshooting, dismantling, or re-installation requires work on equipment other than the Product, those costs are the responsibility of the Purchaser.
- Artome may request the return of defective parts. Transport is arranged by Artome, but if the claim is invalid, costs will be charged to the Purchaser.
- If a defect is reported but determined not to be covered by the warranty, Artome will be entitled to recover the reasonable costs of the work and services provided.

Warranty Claim Deadline

- Defects must be reported in writing within thirty (30) days of discovery and during the warranty period.
- Any warranty claim must be made in writing no later than thirty (30) days after the expiration of the warranty period. This additional period is provided to allow the Purchaser to report defects that occurred during the warranty period but could not reasonably be notified before its expiration. After this time, Artome will be fully released from its warranty obligations.

DISCLAIMER / LIMITATION OF WARRANTIES

THIS WARRANTY IS THE EXCLUSIVE REMEDY FOR DEFECTS IN PRODUCT MATERIALS OR WORKMANSHIP.

TO THE EXTENT PERMITTED BY LAW, ARTOME HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THIS DISCLAIMER IS CONSPICUOUS AND IS PART OF THE WRITTEN WARRANTY PROVIDED WITH THE PRODUCT.

Modification of Terms

Artome may update these terms without prior notice. The version valid at the time of purchase applies.

The latest terms are available on Artome's website.

Contact Information

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

EMEA: support@artome.fi

North America: support@artomeusa.com