

# TV AFTER-SALES PROCEDURE 2023 – BELGIUM LUXEMBOURG



## Self-Service



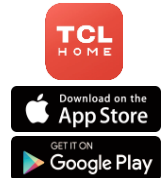
Consumers : [www.tcl.com](http://www.tcl.com)  
B2B : [www.elyseo.eu](http://www.elyseo.eu)

## Contact Center



+32 (0) 2 896 29 99  
[BEsupport@tcl.com](mailto:BEsupport@tcl.com)  
Monday-Friday 9h-18h

## Application



## WARRANTY CONDITIONS

The warranty period in **BELGIUM & LUXEMBOURG** is two (2) years from the first date of sale to the first end user in the limit of 2 years + 6 months from manufacture date whichever occurs first.

*Spare parts & Labour: 2 years, in the limit of 2 years + 6 months at product manufacture date whichever occurs first*  
*Accessories : 2 years, in the limit of 2 years + 6 months at product manufacture date whichever occurs first*

### Exclusion of warranty:

1. Damage and damage caused by accidents, including but not limited to lightning, fire, water and liquids, chemicals, floods, vibrations, improper environment (eg excessive heat, humidity, inadequate ventilation etc.), overvoltage, excessive or inadequate power supply, radiation, electrostatic discharges.
2. To the risks of transport as well as to damage and deterioration caused to the product by inappropriate or improper transport or packaging when returning the product to the manufacturer, dealer or service centre approved by the manufacturer. Damage caused to the product during the transport of the manufacturer, reseller or authorized service centre to the Customer, is imperatively to be notified by the Customer to the carrier at the time of delivery and receipt of the product on the delivery note (opening of the carton in the presence of carrier and detail the deterioration on the delivery note), failing a reasoned protest must be sent to the carrier by registered letter with acknowledgment of receipt within a maximum of 3 days of receipt. The Customer must also inform the manufacturer within the same period by email to the address indicated at the bottom of the warranty card. After this period, no further protest by the client will be admissible.
3. Damage and damage to the product caused by use not in accordance with a normal personal or private use, especially in the case of industrial, commercial or professional use, improper use or installation not in accordance with the technical specifications and in particular in case of non-compliance with the conditions prescribed in the instructions for use given to the Customer at the time of purchase (in particular the burning of the screen caused by the prolonged display of the fixed logo of a television broadcaster, etc.).
4. Use of the Product with non-compatible or defective consumables, accessories or peripherals.
5. Negligence, lack of supervision, lack of maintenance or maintenance of the Product not in accordance with the manufacturer's instructions for use.
6. Damage and damage caused by natural wear, force majeure or any other external cause.
7. Modifications, adaptations and alterations of the product for use in a country different from those for which it was originally designed and manufactured, and any deterioration caused by these modifications.
8. Modifications, adaptations, interventions and alterations of the product (opened or disassembled), carried out by a third party, by an enterprise not authorized by the manufacturer or by an individual.
9. Maintenance and repairs made or attempted by persons other than the manufacturer or a service center approved by the manufacturer.
10. For different uses of normal household uses and for use in a country different from those for which it was originally designed and built.
11. An installation or use of the product that does not conform to the technical or safety standards and regulations in force in the country where it is installed and used.
12. If the serial numbers of the Product are missing or illegible.
13. The Products comply with ISO 9241-307, Class 1. The warranty does not cover individual pixel defects when their number is less than the values of ISO 9241-307, Class 1.
14. To phenomena beyond the control of the manufacturer, including, but not limited to, areas that are poorly covered or not covered by DTT...
15. To technical limitations or specificities as mentioned in the user manual, including, but not limited to, the USB ports dedicated solely to the maintenance of the product ...
16. Consumables and parts and accessories. Only a limited one-year commercial warranty from the date of purchase is granted to the accessories under the same conditions of application and exclusion specified in this document.
17. Virus infections or product use with software not provided or incorrectly installed.
18. To aesthetic defects, especially scratches, traces of shocks etc. caused to external parts of the product that do not interfere with its operation.
19. Defects caused by infestation with parasites or insects.
20. It is specified that the Products are always equipped with the or, where appropriate, the latest versions of software available on the date of production. It is up to the final purchaser to regularly update the product software to ensure the latest compatibility and functionality.

### Ownership of abandoned Product and Storage Charges:

Any product entrusted to the manufacturer or its repairer under the warranty or out of warranty that is not claimed or withdrawn by its owner may be resold or destroyed by the manufacturer after one year from the date of deposit. In addition, the manufacturer reserves the right to charge the Customer the storage costs incurred for the conservation of the Product as well as any losses that the deposit may have caused.

The warranty is valid only to the product sold by TCL through its Authorized dealers in the country and used in the same country. That excludes parallel purchases that could be done through importers.

**Store**


In case product is at store

[www.elyseo.eu](http://www.elyseo.eu)

**Consumer**


In case product is at home

Contact our call center or [www.tcl.com](http://www.tcl.com)

<p>Claims like:</p> <ul style="list-style-type: none"> <li>• DOA</li> <li>• Warranty Repair</li> <li>• Defective Accessory</li> </ul>	<p>Claims like:</p> <ul style="list-style-type: none"> <li>• Troubleshooting</li> <li>• Warranty Repair</li> <li>• Defective Accessory</li> </ul>
<p><b>With below information</b></p> <ul style="list-style-type: none"> <li>• Brand,</li> <li>• Model (Commercial Reference)</li> <li>• Serial Number</li> <li>• Date of Purchase;</li> <li>• Copy of the original customer invoice (Proof Of Purchase).</li> </ul> <p><i>The POP must be readable, not altered and specifying the place of purchase (name &amp; address), date of purchase, product name and price</i></p> <p><i>-No POP in case of unsold products (presales, stock product)</i></p> <ul style="list-style-type: none"> <li>• Consumer Name, address and Contact for home repair;</li> <li>• Defect (+ picture and/or video if necessary)</li> </ul>	<p><b>With below information</b></p> <ul style="list-style-type: none"> <li>• Brand,</li> <li>• Model (Commercial Reference)</li> <li>• Serial Number</li> <li>• Date of Purchase;</li> <li>• Copy of the original customer invoice (Proof Of Purchase).</li> </ul> <p><i>The POP must be readable, not altered and specifying the place of purchase (name &amp; address), date of purchase, product name and price</i></p> <ul style="list-style-type: none"> <li>• Consumer Name, address and contact for home repair,</li> <li>• Defect (+ picture and/or video if necessary).</li> </ul>
<p>Type of Service :</p> <ul style="list-style-type: none"> <li>• <b>Pick-up, Repair (or Replace) &amp; Return.</b></li> </ul>	<p>Type of Service :</p> <ul style="list-style-type: none"> <li>• <b>TV &lt;50" = Pick-up, Repair (or Replace) &amp; Return</b> <i>Product dropped by consumer at the store in case no packaging is available.</i></li> <li>• <b>TV ≥50" = Repair On Site (at consumer's home)</b> <i>In case the consumer is not available for the next 7 days, the RMA will be cancelled, and the consumer will have to make a new claim once available.</i></li> </ul>
<p>RMA number and document are provided by the Call Centre for each validated claim. Each single product will be assigned a specific unique RMA Number</p>	
<p>For service requiring logistic, the product must be packed in its original box or in a box strong enough and well-sized in order to enable the transport of the product in a good condition. RMA number must be clearly identified on the box</p>	
<p>At reception, the Repair Centre makes inspection of the products (damages, product identification, warranty exclusions, ....). In case of warranty exclusion, the product, the warranty will be rejected, and product systematically sent back unrepared.</p>	
<p>The Repair Centre sends back the repaired product to the address it was initially collected. At Delivery, the box shall be opened together with the carrier company. If the product is damaged, delivery shall be refused, and reserves / observations written on the carrier's transportation document.</p>	<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• If the repair cannot be performed inside consumer's home, the product will be moved to the technician's workshop to be inspected and repaired. The product will then be either be returned repaired, or swapped or kept for a for credit note (decision at the sole discretion of TCL).</li> <li>• At Delivery, the box shall be opened together with the carrier company. If the product is damaged, delivery shall be refused, and reserves / observations written on the carrier's transportation document.</li> </ul>
<p>If the product cannot be repaired or swapped, a Credit Note will issued by TCL (refer to IRREPARABLE PRODUCTS section).</p>	<p>If the product cannot be repaired or swapped, a Credit Note will issued by TCL (refer to IRREPARABLE PRODUCTS section).</p>

**Maximum Repair Time (TAT) = 21 days**

**PLEASE NOTE:**

- No supply of spare cartons at TCL cost.
- TCL does not cover the uninstall or install of the product in case of complex location (mounted in Walls, Height, in built-in, etc...). The unit should be perfectly handy, reachable, and ready to be treated
- TCL is tracing all serial numbers delivered from the factory and providing warranty only to these serial numbers (all products imported from parallel markets will be not treated under warranty).

- TCL keeps the right to repair or exchange the product with new or refurbished product of equal or greater specifications and/or functionalities. The warranty period for repaired and replaced product will be applied for the longest of the remainder of the original warranty period or ninety (90) days. In the event of replacement, the initial returned product will not be sent back.
- The use of the RMA platform [www.elyseo.eu](http://www.elyseo.eu) will enable you to place requests outside Call Centre operating hours and enable you to have full time access to all documents, repair tracking and historical cases.

### **DOA (Dead On Arrival) rules and conditions**

- ⇒ DOA declaration period = **14 calendar days** from the first sales date to the first end user, in the limit of 6 months from manufacture date.
- ⇒ Product **Running Time** shall not exceed a total of **75 hours**.
- ⇒ Product must have been sold to End User as NEW and never used before the sales
- ⇒ Product must be returned in perfect conditions with all accessories and in original packaging,
- ⇒ Product must be defective and not falling into any of the warranty exclusions,
- ⇒ This product has no previous claim record.
- ⇒ A product over the limit of 6 months from manufacturing date is not eligible to DOA.
- ⇒ In the event that the product was not with all its accessories and in its original packaging, the below deductions\* will be applied for each missing item:
  - Remote control missing = 20 €
  - Stand (with screws) missing = 50 €
  - Packaging missing or not conformed = 20 €
  - User Manual missing = 10 €
  - Cable / Power Cord = 10€ per missing piece
  - External power supply = 45€
  - WiFi dongle = 30€ per piece

*\*Deductions rates could be modified at any moment*

### **PACKAGING CONDITIONS**

If possible, the product should be packed in its original carton and protections. If Consumer / Dealer do not keep the original carton, the product must be packed into a similar type of packaging (carton and foams), meaning: carton box with foam (not original foam) but preventing the product to move and to be scratched against the box. The Product shall not be in direct touch with the carton. The protection has to be good enough to support the product manipulation and transportation by truck. Consumer / Dealer should assure by himself that accessories have been fixed in the box and that, in all the cases, will not hit the product during the transport. In case when dealer is not able to ensure such transportation conditions and the transportation is not ordered by technical workshop, the dealer must bear transportation at his cost. That means in case of a potential damaging, the product cost and claiming process will be supported with the person who ordered transportation

### **IRREPARABLE PRODUCTS**

For DOA or if the product cannot be repaired or replaced within the repair limit.

- TCL is issuing to DEALER / CONSUMER an official document called CoNR (Certificate of Non Repair) bearing a unique approval number
- Based on this CoNR, TCL is issuing Credit Note for the product.
  - Credit Note is made to the account that initially purchased this product to TCL.
  - Credit note amount is done at the last buying price invoiced by TCL to this account
- TCL does not accept any debit note.

### **ACCESSORIES**

**Missing during unpacking** = In the case you discover that an accessory is missing in the carton box (Remote Control for example) when you unpack the product, please call Call Center within the 7 calendar days following this purchase. Proof of Purchase invoice is mandatory. No accessory will be provided for free 6 months after manufactured date.

**Sales of Accessories** = Contact Call Center.

### **COMMERCIAL RETURNS / CHANGE OF MIND**

Commercial Returns & Change of Mind returns are not accepted by TCL.

[www.tcl.com](http://www.tcl.com)