

TTE Technology, Inc. (“TTE”) Limited Warranty

All LCD/LED Models

What your warranty covers: Defects in materials or workmanship to the original owner of this TCL product when purchased as new from an Authorized Dealer of TCL brand products in the United States and packaged with this warranty statement.

New LCD/LED Televisions (Non-Commercial Use)

For how long after your purchase:

- One(1) year from date of purchase for parts and labor for non-commercial use.

New LCD/LED Televisions (Commercial Use)

For how long after your purchase:

- Six (6) months from date of purchase for parts and labor for commercial use.
- Commercial use includes, but is not limited to, the use of this product in a commercial or business environment, the use of this product in an institution or for institutional purposes, or other commercial purposes including rental purposes.

What we will do

- At TTE’s discretion, (1) pay an Authorized TCL Service Center for both labor charges and parts to repair your television, or (2) replace your television with a new or refurbished/remanufactured equivalent value product. The decision to repair or replace will be made solely by TTE. See “How to get service”.

How to get service

- Call 1-877-300-8837 (for mainland 48 States), or 1-877-800-1269 (for AK, HI, and Puerto Rico).
- Please have your original purchase receipt or proof of purchase (bill of sale or receipted invoice), the unit’s date of purchase, place of purchase and model/serial number ready. The model/serial number information can be found on the back of your unit.
- A representative will troubleshoot your problem over the telephone. If it is determined that your unit requires service, the service location will be at the sole discretion of TTE based upon the TTE Limited Warranty Statement.
- At the sole discretion of TTE, television screen sizes 32” and smaller will either be repaired at an Authorized TCL Service Center or directly exchanged for a new or refurbished/remanufactured unit. At the sole discretion of TTE, television screen sizes 33” through 55” or larger will either be repaired at an Authorized TCL Service Center or repaired in-home.

- If repaired at an Authorized TCL Service Center, TTE is not responsible for transportation costs to the Authorized TCL Service Center. However, TTE will pay for return shipping. TTE will provide instructions for packaging and shipping the unit.

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Proof of purchase in the form of a bill of sale or receipted invoice from an Authorized Dealer which is evidence that the product is within the warranty period must be presented to obtain warranty service.