

TCL North America Limited Product Warranty

All New TCL Product Models including LCD/LED Televisions, Gaming Monitors, Sound Bars, and Appliances including Window Air Conditioners, Portable and Through-The-Wall Air Conditioners, Dehumidifiers, Air Purifiers, and Robot Vacuums (each individually referred to as a “Product” or “Unit”, and together referred to as the “Products”).

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 or Canada, provided that the Product was properly purchased within the Territories pursuant to all product requirements, instructions, and packaged with this warranty statement.

New Products (Non-Commercial Use)

For how long after your purchase:

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

New Products (Commercial Use)

For how long after your purchase:

- Six (6) months from date of purchase or delivery 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 TCL's discretion, (1) pay for both labor charges and parts to repair your Product, or (2) replace your Product with a new or refurbished/remanufactured equivalent Product. The decision to repair or replace will be made solely by TCL. See section entitled “How to get service.”

How to get service

- Before submitting a request for warranty service, please visit support.tcl.com for helpful FAQs and additional troubleshooting suggestions.
- To get warranty service, contact TCL Customer Support by visiting support.tcl.com/contact-us. Please have your Proof of Purchase, Product type, model number, serial number, and ZIP code ready. Troubleshooting and prior approval from a TCL representative MUST occur before sending in your Product to a TCL Service Center.
- A representative must troubleshoot your problem over the telephone, via chat, or through e-mail before receiving service. If it is determined that your Unit requires service, the service location will be at the sole discretion of TCL based upon the Limited Warranty Statement. Warranty service shall only be available upon scheduling during regular business hours. TCL shall not be responsible for Customer's inability to schedule warranty service during regular business hours. If Customer either misses or cancels warranty service more than two times with less than twenty-four hours' notice, TCL shall no longer be responsible for warranty service. In order to obtain warranty service, Customer shall reasonably cooperate in providing proof of the issues requiring service, including, but not limited to pictures, videos, and follow the instructions of the technician diagnosing the issue. In the event that Customer is abusive, harassing, vulgar, and/or provides an otherwise unsafe environment for television repair, service, or diagnostics, TCL shall be discharged from any and all limited warranty obligations regarding the Product.
- At the sole discretion of TCL, television screen sizes 43-inches and smaller will either be repaired at an Authorized TCL Service Center or directly exchanged for a new or refurbished/re-certified Unit. At the sole discretion of TCL, television screen sizes 44-inches or larger will either be repaired or directly exchanged for a new or refurbished/re-certified Unit at an Authorized TCL Service Center or in-home. At the sole discretion of TCL, Sound Bars, and Appliances including Window Air Conditioners, Portable and Through-The-Wall Air Conditioners, Dehumidifiers, Air Purifiers, and Robot Vacuums will either be repaired or directly exchanged for a new or refurbished/re-certified Unit at an Authorized TCL Service Center or in-home. In the event of a service visit where the on-site technician, in his-

her sole discretion, deems the home or property conditions to be hazardous and/or unsafe, TCL reserves the right to cancel or re-schedule the service visit, or opt for an exchange of the in-warranty Unit for a refurbished/re-certified Unit in lieu of the in-home service visit.

- TCL is not responsible for transportation costs for warranty coverage, including but not limited to Unit repair or replacement, to the Authorized TCL Service Center or TCL-designated address. However, TCL will pay for return shipping to a United States or Canada address only. TCL will provide instructions for packaging and shipping the Unit to the Authorized TCL Service Center or TCL-designated address. Units that are improperly packed and damaged during shipping are not covered under your limited Product warranty.
- Proof of purchase in the form of a bill of sale, receipt, invoice from an Authorized Dealer which is evidence that the Product is within the warranty period must be presented to obtain warranty service. Failure to provide adequate and/or non-fraudulent proof of purchase shall result in denial of a limited warranty claim.
- In the event that a Unit is to be replaced, a picture of the back of the Unit showing the model and serial number and picture of the Product issue itself may be required as well as shipping of the product to TCL prior to replacement.
- If a Unit is replaced, You must check the product within five (5) days of receipt and report any damage to TCL immediately. Failure to do so shall release TCL from any and all claims related to shipping damage. Replacement televisions shall only have limited warranty coverage for the period of time remaining on the original Product's Limited Warranty or thirty (30) days, whichever period is longer.
- PRE-AUTHORIZATION MUST BE OBTAINED BEFORE (1) SENDING ANY PRODUCT TO AN AUTHORIZED TCL SERVICE CENTER, OR (2) OBTAINING ANY IN-HOME REPAIR/REPLACEMENT/RENTAL SERVICES.

What your warranty does not cover

Property damage, malfunction, or failure of the Product or related system, or personal injury caused by or resulting from:

- A Unit sold in "As-Is", "Used", "Factory Reconditioned", "Factory Re-Certified", or "Refurbished", condition or with faults.
- Damage caused by transportation or handling, storage, onsite construction, transit, including damage during shipment from a Retailer (please contact your Retailer for assistance).
- Operating the Product in incomplete or unfinished structures
- Improper sizing, selection or specification of the Product
- Improper or deferred maintenance contrary to TCL's schedule or instructions
- Extended Service Plans purchased from Retailers. Please contact your Retailer and/or your extended service plan provider for assistance.
- Customer installation including Products used in any manner contrary to the Product documentation. (Your Owner's Manual describes how to install, adjust, and operate your Unit. Any additional information should be obtained from your Authorized Dealer).
- Service calls to your home for delivery or pick-up, installation, instruction, replacement of house fuses, connection of house wiring or plumbing, or to correct unauthorized repairs.
- Installation and related adjustments, or damage resulting from installation, repair, or service.
- Damage resulting from non-approved installation or repair methods.
- Failure of the Product to perform due to wireless signal reception problems not caused by your Unit, or due to power failures or interruptions, or inadequate electrical service.
- Malfunctioning pixels of less than two malfunctioning pixels per million pixels as detailed in TCL's Pixel Policy.

Damage from misuse, abuse, neglect, insects, normal wear and tear, cosmetic damage, mishandling, faulty installation, inadequate wireless signal reception, inadequate electrical wiring, or power line surges.

- Physical abuse or misuse of the Product (including failure to perform any scheduled maintenance as described in the Product documentation such as air filter cleaning, or any Product damaged by excessive physical or electrical stress).
- Damage caused by operating the Product in a corrosive or wet environment, including those containing chlorine, fluorine or any other hazardous or harmful chemicals or environmental factors
- Operating the Product in environments with excessive or harmful volatile organic compounds (VOCs), improper air makeup or supply, or with inadequate ventilation.
- Markings or images on the television's panel resulting from viewing fixed images (including but not limited to certain 4:3 images on wide screen televisions, or data or images in fixed screen locations from banners, video games, or certain broadcast networks).
- Units that have original factory serial numbers that are unreadable or missing, or that have been changed, defaced, or altered in any manner.
- Batteries.
- A television that has been modified or incorporated into other Products, or that has had the serial number removed or altered.
- Use of accessories or components that are not compatible with this Product.
- A Unit purchased or serviced outside of the United States or Canada.
- Costs of shipping the Unit to the Authorized TCL Service Center or TCL-designated address. TCL will pay for return shipping to the customer to a United States or Canada address only.
- Events of force majeure or damage caused by other factors such as earthquakes, fires, lightning, hail, wind, freezing, flooding, standing, pooling, or ponding water, power surges, fluctuations in or interruptions of electrical power, rodents, vermin, insects, or other animal-or-pest related issues.

Acts of nature or God (as illustrative examples and for the avoidance of doubt, such acts of nature or God include but are not limited to damage caused by earthquakes, fires, lightning, or flood whether caused by nature or humans).

- Special, incidental, or consequential damages.

This Limited Warranty Also Excludes:

- Labor or any other costs incurred for service, maintenance, repair, removing, replacing, installing, complying with local building and electrical codes, or shipping or handling of defective or replacement Products or parts (except as expressly provided in Section 1.b. above);
- Consumable items, such as air filters and refrigerant (if applicable);
- Service calls where no defect is found;
- Product installation, set-up, and related adjustments;
- Adjustments of user controls
- Products purchased or installed outside of the Territories or purchased from any person, entity, or source not expressly authorized by TCL;
- Products with missing or unreadable original factory serial numbers or that have had the original factory serial number or any part thereof changed, altered, defaced, removed, or otherwise modified in any manner; and

- Peripheral third party components connected to the Product, such as DVD players, gaming systems, cable/satellite boxes, streaming sticks, refrigerant piping, electrical wiring, pumps, valves, controls, accessories, etc.
- **Issues arising from the operating system, quality or speed of internet service or Wi-Fi, video quality issues, or use/performance of third-party applications.** This includes all video applications and similar services. In such cases, the warranty does not apply, and support should be sought from the respective service or platform provider.

LIMITATION OF WARRANTY

- EXCEPT AS OTHERWISE PROVIDED IN THIS LIMITED WARRANTY, TCL MAKES NO OTHER WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE PRODUCT. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TTE TECHNOLOGY, INC. DBA TCL NORTH AMERICA, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE OR MODIFY THE SCOPE OF THIS WARRANTY. NO ONE IS AUTHORIZED TO CHANGE THIS LIMITED WARRANTY IN ANY RESPECT OR TO CREATE ANY OTHER OBLIGATION OR LIABILITY FOR TCL IN CONNECTION WITH THE PRODUCT. TCL DISCLAIMS AND EXCLUDES ALL WARRANTIES NOT EXPRESSLY PROVIDED HEREIN AND ALL REMEDIES WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW. ANY AND ALL IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO A TERM EQUAL TO THE TERM OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MIGHT NOT APPLY TO YOU. TCL DISCLAIMS ALL LIABILITY FOR THE ACTS, OMISSIONS, AND CONDUCT OF ALL THIRD PARTIES (INCLUDING BUT NOT LIMITED TO THE INSTALLING OR SERVICING CONTRACTOR, ANY DISTRIBUTOR, OR DEALER) IN CONNECTION WITH OR RELATED TO THE PRODUCT.
- UNDER NO CIRCUMSTANCES SHALL TCL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, INFRINGEMENT OF THIRD PARTY RIGHTS, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, PRODUCT FAILURE, IMPAIRMENT OF OTHER GOODS, COSTS OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT OR OTHERWISE, EVEN IF TCL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL TCL'S LIABILITY EXCEED THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH ANY CLAIM FOR THE PRODUCT IS MADE.
- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TTE TECHNOLOGY, INC. DBA TCL NORTH AMERICA SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF CALIFORNIA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY AND WARRANTY PERIOD SET FORTH ABOVE. THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE. PLEASE VISIT WWW.TCL.COM TO VIEW THE MOST CURRENT VERSION.
- EXCEPT WHERE PROHIBITED BY LAW, ALL DISPUTES BETWEEN YOU AND TCL ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND TCL ARE EACH WAIVING THE RIGHT TO A COURT HEARING, RIGHT TO A JURY TRIAL, AND RIGHT TO BRING OR PARTICIPATE IN A CLASS ACTION. PLEASE CAREFULLY REVIEW THE DISPUTE RESOLUTION PROVISIONS BELOW, WHICH ALSO DESCRIBE YOUR RIGHT TO OPT-OUT.

- In the event of a dispute, you must first notify TCL in writing at least 30 days before initiating any arbitration proceeding by sending a letter to TCL at TTE Technology, Inc., Attn: Legal Department, 189 Technology Drive, Irvine, CA 92620. The notice must provide your name, address, and telephone number; identify the Product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and TCL are unable to resolve the dispute within 60 days, either party may proceed to file a claim for binding arbitration. Unless you opt-out as provided below, all claims must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class or representative proceeding. Further, you agree that, except as specifically provided herein, the arbitrator may not consolidate proceedings of more than one person's claims and may not otherwise preside over any form of a representative or class proceeding. This waiver applies to class arbitration unless such arbitration is necessary to effectuate the enforcement of the class action waiver or in the event that TCL expressly agrees to class arbitration. Instead of arbitration, either party may bring an individual action in small claims court if the dispute qualifies under the monetary limitations for small claims court proceedings, but that small claims court action may not be brought on a class or representative basis.
- The arbitration will be administered by the American Arbitration Association ("AAA") before a single arbitrator under the AAA's Consumer Arbitration Rules and Mediation Procedures that are in effect at the time the arbitration is initiated (referred to as the "AAA Rules") and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to TCL at TTE Technology, Inc., Attn: Legal Department, 189 Technology Drive, Irvine, CA 92620. You and TCL shall follow the AAA Rules applicable to initial filing fees, but in no event will you be responsible for any portion of those fees in excess of the filing or initial appearance fees applicable to state or federal court actions in the jurisdiction where the arbitration will be conducted. The arbitration will be conducted virtually, unless you and TCL agree otherwise or the arbitrator orders an in-person hearing. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction.
- You may opt-out of the foregoing arbitration and class action/jury trial waiver provision by sending writing notification to TCL in writing within thirty (30) days of the original purchase at TTE Technology, Inc., Attn: Legal Department, 189 Technology Drive, Irvine, CA 92620. Such notification must include your name and address, your warranted Product's model and serial number, the date of purchase, and a clear statement of your intent to opt-out of this dispute resolution procedure. No other form of notice will be effective to opt-out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this Product and do not opt out, then you accept all terms and conditions of the dispute resolution procedure described above.

How State Law relates to this warranty

- Some states or provinces do not allow limitations on warranties or exclusions or limitation of damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation might not apply to you. TCL disclaims all liability for the acts, omissions, and conduct of all third parties (including but not limited to the installing or servicing contractor, any distributor, or dealer) in connection with or related to the product.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.
- If you purchased your Unit outside of the United States or Canada or seek warranty service coverage outside of the United States or Canada, this warranty does not apply. Contact your dealer for warranty information. Service calls which do not involve defective materials or workmanship are not covered by this limited warranty. Costs of such service calls are the sole responsibility of the purchaser.

This Limited Warranty is not transferable to subsequent purchasers or anyone else who may acquire an interest in the Product unless the original purchaser is a resident of Texas or Florida and complies with this provision. Residents of Texas and Florida may transfer the rights under this Limited Warranty ONLY if the Product is transferred to a subsequent purchaser as part of an agreement between the original purchaser and a subsequent purchaser of the sale of the entire residence in

which the Product was first installed. This provision does not in any way extend or modify the length of time this Limited Warranty applies, and the subsequent purchaser's warranty duration shall match that of the original purchaser.

If any term or provision of this Limited Warranty is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Limited Warranty or invalidate or render unenforceable such term or provision in any other jurisdiction.

TCL reserves the right to amend or modify this Limited Warranty from time to time without notice. Please visit www.TCL.com to view the most current version of this Limited Warranty.

CONTACT INFORMATION:

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