



General Warranty Information

Products: M&T Displays products

Warranty Type: Limited Warranty

- * 2-year warranty for outdoor displays.
- * 3-year warranty for indoor displays.
- * 2-year warranty for office displays.
- * 5-year warranty for indoor aluminum snap frames.
- * 2-year warranty for indoor illuminated displays.
- * 1-year warranty for outdoor illuminated displays.
- * 1-year warranty for wood displays.

What is Covered?

1. Scope of Warranty

1.1. Unless otherwise specified in M&T Displays user manuals, the general warranty conditions apply.

1.2. M&T Displays LLC warrants its products against manufacturing defects when used properly as outlined in user manuals for a conditional period of 1 to 5 years from the date of purchase. The warranty is valid only for the original purchaser.

1.3. M&T Displays LLC's obligation under this warranty is limited to repairing or replacing defective products or parts at its discretion, provided the product was installed and used in accordance with instructions. Labor charges, shipping costs, incidental, and consequential damages are not covered.

1.4. The warranty excludes damage caused by misuse, neglect, shipping accidents, improper installation, or unauthorized repairs.

1.5. Outdoor products are explicitly classified for outdoor use. M&T Displays LLC is not liable for damage caused by improper outdoor usage or exposure to freezing conditions.

Exclusions and Limitations

2.1. This warranty does not cover:

- Damage due to natural disasters (e.g., fire, earthquake, flood).
- Damage from unreasonable use, abuse, or negligence.
- Damage due to improper installation, repair, or modification.
- Damage during shipping or customs processing.

2.2. This warranty is the sole and exclusive warranty provided by M&T Displays LLC. It does not cover incidental, special, or consequential damages.

2.3. The warranty applies only if the product has been stored, used, and installed as intended and in compliance with M&T Displays LLC's instructions.



How to Claim Warranty

3.1. Customers must:

- Provide written notice of the defect to M&T Displays LLC within 14 days of receipt or within 3 days of discovery.
- Submit photographs showing the defect, the environment of use, and relevant product labels.
- Include proof of purchase, order number, and other supporting documentation.

3.2. Customers should contact customer service at 1-855-478-0652 or email info@mtdisplaysllc.com to initiate the claim process.

Replacement and Return Conditions

4.1. For warranty claims, the defective product or part must be returned to M&T Displays LLC for evaluation at the customer's expense. If the defect is confirmed as a manufacturing fault, a replacement will be provided.

4.2. All returns must be in resalable condition with original packaging unless the product was defective upon delivery. A restocking fee may apply.

4.3. If replacement is approved, M&T Displays LLC will credit, repair, or replace the product within 60 days of receiving the claim.

Additional Notes

- Outdoor products should not be used in freezing conditions unless explicitly specified as suitable.
- Cleaning agents containing chlorine may damage aluminum and plastic surfaces and void the warranty.

For questions or claims, please contact M&T Displays LLC at:

Email: info@mtdisplaysllc.com

Phone: 1-855-478-0652

Address: MT Displays LLC, 1081 Hanover St, Wilkes-Barre, PA 18706