

Assurance
BVC SOLSTICE LCD

LIMITED WARRANTY SPECIFICATION

GENERAL WARRANTY COVERAGE

BoundlessView Collective, Inc. (“BVC”) warrants that each BVC Commercial Outdoor Monitor (“Product”) will be free from defects in material and workmanship under normal use during the one-year warranty period (“Warranty Period”), effective from the original date of purchase (“Date of Purchase”). This Limited Warranty applies only to the original purchaser, is non-transferrable (except as otherwise stated below), and is valid only when the Product is purchased and used within the United States (excluding U.S. Territories) unless otherwise agreed to in writing.

SCOPE OF WARRANTY

LABOR WARRANTY	3 YEARS	PARTS WARRANTY	3 YEARS
BVC-SOL32AC BVC-SOL43AC BVC-SOL55AC BVC-SOL65AC BVC-SOL75AC	BVC-SOL32BSC BVC-SOL43BSC BVC-SOL55BSC BVC-SOL65BSC BVC-SOL75BSC	BVC-SOL32WC BVC-SOL43WC BVC-SOL55WC BVC-SOL65WC BVC-SOL75WC	

During the Warranty Period, if a Product covered by this Limited Warranty is proven to be defective in material or workmanship under normal and proper use, BVC will, at its sole discretion:

1. Repair the Product using new or refurbished parts,
2. Replace the Product with a product of equal or superior specification, or
3. Refund the original purchase price (in rare cases where repair or replacement is not feasible).



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LIMITATIONS AND EXCLUSIONS

This Limited Warranty does not cover:

- **Damage due to improper installation, misuse, neglect, abuse, or environmental factors outside of specified operating conditions** (e.g., extended submersion in water if the IP66 rating was exceeded, or direct exposure to destructive chemicals).
- **Accidents or Force Majeure** (e.g., fire, flood, lightning strike beyond the built-in surge protection, hurricane, earthquake, or other natural disasters).
- Unauthorized modifications or repairs performed by anyone other than an authorized BVC service provider.
- Image retention (burn-in) caused by prolonged static content or improper operational settings beyond recommended use guidelines.
- Cosmetic damage (e.g., scratches or dents not affecting performance).
- Loss or damage to the Product in transit (claims must be presented to the carrier).
- Software or content issues, including third-party software or viruses, that do not arise from BVC's preinstalled firmware

WARRANTY SERVICE PROCESS

BVC recommends that end users and/or system integrators maintain a small buffer stock of displays to minimize any operational downtime in critical environments. In the event of a warranty claim:

1. Customer Contact & Documentation

- Before contacting BVC, have the following ready:
 - Model number and serial number of the display(s).
 - Proof of Purchase (original invoice or receipt).
 - Detailed problem description (e.g., error messages, conditions under which the issue occurs).

1. Troubleshooting Assistance

- Please visit the BVC website and use the integrated chat widget for immediate support. If additional assistance is needed, you may also contact the BVC Commercial Display Help Desk. An authorized representative will guide you through troubleshooting steps, checking firmware updates, and verifying installation conditions.



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WARRANTY SERVICE PROCESS, CONT.

3. Service Authorization

- If the issue is not resolved through troubleshooting, the BVC representative will issue a Return Authorization (RA) or otherwise arrange for service or replacement under warranty.
- In some circumstances, you may be asked to provide a deposit or credit card information to cover non-warranty service fees or unreturned units.

4. Repair or Replacement

- BVC, at its option, will either repair the Product at an authorized service center or ship a replacement unit.
- If a replacement unit is shipped in advance, the original unit must be returned to BVC using the provided return shipping label and packaging. Failure to return the defective unit may result in charges for the cost of the replacement.

5. Packaging and Shipping

- Use the original or replacement carton and packaging for any warranty returns.
- Do not ship the unit without prior authorization from BVC (no returns will be accepted without a valid RA number).

ENHANCED SERVICE PLAN (OPTIONAL)

BVC may offer Enhanced Service Plans for additional coverage, extended warranty terms (beyond the one-year standard), or faster replacement services for certain large-scale or critical projects. These Enhanced Plans, if purchased, supplement the terms herein with:

- On-site repair options,
- Quick Swap advanced replacement,
- Extended coverage of 2-, 3-, or 5-years total (as applicable),
- White-glove installation and removal service.

For details about Enhanced Service Plans, please contact your BVC Sales Representative.



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TRANSFER OF WARRANTY

If the BVC Product remains in the same region and is sold to another business end-user, the remainder of this Limited Warranty may be transferred, provided that the new end-user retains the original purchase documentation and notifies BVC in writing. Any additional Enhanced Service Plans may or may not be transferable depending on the specific contract terms.

DISCLAIMER OF IMPLIED WARRANTIES

TO THE FULLEST EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. IN NO EVENT SHALL BVC OR ITS AUTHORIZED REPRESENTATIVES BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF BUSINESS, OR OTHER ECONOMIC LOSS.

GOVERNING LAW AND MISCELLANEOUS

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflict-of-laws principles. Any legal action arising out of or relating to this Limited Warranty shall be filed in a court of competent jurisdiction in the State of Delaware. If any provision is deemed invalid, the remaining provisions shall remain in full force and effect.

CONTACT BVC FOR WARRANTY SERVICE

Phone: [1-855-681-6396](tel:1-855-681-6396)

Email: support@bv-collective.com

Website: www.bv-collective.com

