

Business Display overseas after-sales service instruction

I、Product warranty period

Product standard warranty period (Project and contract description shall be subject to the contract)

Product line	The Warranty Period for overseas customers
Monitor	36 months (From 2023/1/1)
Project type LED Displays	Fine Pixel Pitch LED ($\leq P2.5$) has a warranty period of 1 year while general LED ($>P2.5$) has a warranty period of 24. Fine Pixel Pitch LED ($\leq P2.5$) has a warranty period of 1 year while General LED ($>P2.5$) has a warranty period of 24months;
Channel type LED Display	12 months
LCD video wall	24 months
Digital Signage	24 months
Television	12 months
Control	Control series has a warranty period of 24 months while keyboards have a warranty period of 12 months.

Start date: Dahua delivery date +60 days.The contract of Dahua Hong Kong is +60 days, if it is signed by subsidiaries and local delivery, it is 15 days;

II、Principles of after-sales treatment

1. General after-sales problems (non-broken screen) :

	Feedback/fault reporting time	Treatment mode
General after sale problem (non-broken screen)	≤ 3 months	1, the maintenance station to replace the new machine > maintenance (customer agrees to repair), 2. The agent uses the warehouse equipment to replace the new machine > maintenance (when the agent agrees to maintenance), and then sends it to the maintenance station for replacement processing;
	3 months ~ Warranty period	1) door-to-door service (Dahua or agent), 2) to provide replacement of spare parts when unable to repair
	Out of warranty	Offer a quotation, by the customer to determine the door or pay to buy
DT/ agent to deal with end-customer after-sales problems, meet the processing conditions, the agent to deal with directly, keep records, and then with Dahua after-sales docking processing;		

2. Broken screen/leakage

Broken screen/leakage	Mode of transaction	FOB(transaction to dock)		DDP (Door to Door)	CIF (transaction to customer terminal)	
	destination	Domestic to dock	Cargo ship to client	/	Domestic to customer terminal	client
	Normal signature	DAHUA	Agent/freight forwarder	DAHUA	DAHUA	agency
	Abnormal signature	DAHUA	Freight forwarder	DAHUA	DAHUA	DAHUA
Liable party: responsible for product and other additional losses, responsible for communicating with third parties, providing information for claims;						

3. Bad opening (DOA)

There has always been a lot of controversy over the problem of broken screen when overseas clients arrive. In order to reduce your time and energy, please follow the following rules to clarify the definition:

- 1) First look at the large package and label
- 2) Look at the individual protective packaging
- 3) Details on front/back of equipment outer box

Delivery package		Primary liability party			
Delivery status	Outer packing state	DAHUA	Delivery warehouse	Logistics/express	customer
Standard packing	Normal outer packing	√			
	Poor outer packing			√	√
Non-standard packaging	Normal outer packing		√		
	Poor outer packing		√	√	
Failure to provide timely feedback on abnormal problems/secondary unpacking and transfer protection is not standard/caused by installation				√	√

Highlights:

- a) Warehouse delivery standard: 1 tow 4, delivery with pallet + warning sign + anti-shock and anti-tilt mark.

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Atención al cliente con IA

El servicio 24/7 AI de atención al cliente
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