

# WARRANTY PROVISIONS

## Guarantee

We regret it when a YASIN product doesn't work as it should, despite our careful quality control. That is why we offer a 2-year manufacturer's warranty after the date of purchase on all our models.

This guarantee is a pick-up and return guarantee for TVs and monitors.

This means that we take care of the return of the product to our repair and service center. We will thoroughly check the product and solve the problem.

We will send the product back to your home within 7 working days.

If the product can no longer be repaired, we will send you a new one.

## Warranty conditions

1. Factory warranty is only given if you can submit the purchase invoice and order number.
2. This manufacturer's warranty applies to all YASIN products that are sold by HKC-europe BV.
3. Manufacturer's warranty applies only to material and manufacturing defects.
4. Problems caused by improper use, incorrect installation, external factors and normal wear and tear are not covered by this manufacturer's warranty.
5. The factory warranty expires as soon as changes or repair work on the product are carried out by yourself or third parties. The same applies if the serial number is changed or removed.
6. The decision on repair or replacement of the product is exclusively reserved to HKC-Europe BV. The warranty period is not extended due to repair or replacement.

## Return procedure

HKC Europe b.v. has its own Technical Service. You can go here with your technical questions, but also if a product that you have purchased from us does not meet your requirements. If the product has become defective or if you have received a product that does not meet the applicable quality requirements, you can report this to our Technical Service department.

The product can then be returned to us via an RMA or REFUND / DOA procedure. This is specially set up to handle returns quickly and properly. In order to be able to answer your question properly, quickly and as efficiently as possible, we request that you fully follow the procedure.

## Questions?

For any questions you can contact the Consumer service of Yasin  
email: [service@yasin-eu.com](mailto:service@yasin-eu.com).

## RMA - You want the product repaired

In order to be able to process a Repair order or Return order as smoothly and efficiently as possible, we have established a procedure. To do this, you must first complete the application completely. With this application you can submit a request to send us a product for repair.

To start this procedure, sign in at [www.hkc-service.com](http://www.hkc-service.com)

### Consider the following when returning for RMA:

- Complete the form completely. If we do not have your complete details, we cannot process your application.
- Please provide a clear and comprehensive complaint description ("does not work" or "defect" is not clear). Possible error messages and connection data are important data for a good analysis. When and under what circumstances did the complaint occur? Is the complaint repetitive or occasional? Optionally, add a diagram, photo or drawing to clarify.
- Pack the product in its original packaging with all protective materials to prevent transport damage. Transport damage is not covered by the warranty and is always at the risk of the applicant. If you no longer have the original packaging, we can send you an empty box with protective material. We charge costs for this.
- If a check shows that the product does not show a defect and the product functions according to the manufacturer's specifications, research costs and any transport costs will be charged.
- If, after investigation, it appears that a defect has occurred due to improper use, the product will not be repaired, replaced or reimbursed. This also applies to any product whose serial number has been changed or removed. You will also be charged € 37.50 processing costs and the costs for the return transport.

### How do you return the product?

- Repairs for TVs and monitors are always based on pick-up and return. The costs for shipping to HKC Europe B.V. are therefore for the account of HKC. Use the DPD label that you will receive from us for this.
- Pack the item well because transport damage is not covered by the warranty.

#### Instructions:

- Pack the item well in the original box so that the TV or monitor can't move in the box!
- Use all the styrofoam
- If you don't have the original box anymore, you can buy one on [www.hkc-shop.com](http://www.hkc-shop.com) for €1,- + shipping costs.
- If, upon receipt of your shipment, we notice (visible) transport damage, because the product is improperly packaged or / if the shipment is unstamped, we will immediately report the shipment to you for consultation.

### Confirmation of receipt

You will receive an email confirmation within one working day when your shipment has arrived. It states under which service return number your product is registered. Each request is provided with a unique return number.

### Status of your Repair order

Based on the service return number issued to you, you can always request the status of your return shipment. Send an e-mail for this to: [rma@yasin-eu.com](mailto:rma@yasin-eu.com)

## **REFUND/EXCHANGE - Return your product and receive the purchase amount within 30 days of purchase or exchange the product**

In order to process a return order or exchange as smoothly and efficiently as possible, we have established a procedure. To do this, you must first complete the application completely. With this request you can submit a request to return a product to us.

To start this procedure, sign in at [www.hkc-service.com](http://www.hkc-service.com)

### **Consider the following when returning:**

- Complete the form completely. If we do not have your complete details, we cannot process your application.
- Please provide a clear return reason. This is necessary for a good assessment. We will only take back a product in new condition and complete in the original and undamaged packaging.
- Pack the product in its original packaging with all protective materials to prevent transport damage. Transport damage is not covered by the warranty and is always at the risk of the applicant. If you no longer have the original packaging, we can send you an empty box with protective material. For this we charge costs that we shorten on the refund amount.
- Your product will first be assessed by the service department and you will receive a response within two working days. We will only take back a product in new condition and complete in the original packaging. If agreement is reached about the return, you will receive the purchase amount back via the webshop where you purchased the product.

### **How do you return the product?**

- Returns for TVs and monitors are always based on pick-up and return. The costs for shipping to HKC Europe B.V. are therefore for the account of HKC. Use the DPD label that you will receive from us for this.
- Pack the item well because transport damage is not covered by the warranty.

#### **Instructions:**

- Pack the item well in the original box so that the TV or monitor can't move in the box!
- Use all the styrofoam
- If you don't have the original box anymore, you can buy one on [www.hkc-shop.com](http://www.hkc-shop.com) for €1,- + shipping costs.
- If, upon receipt of your shipment, we notice (visible) transport damage, because the product is improperly packaged or / if the shipment is unstamped, we will immediately report the shipment to you for consultation.

### **Confirmation of receipt**

You will receive an email confirmation within one working day when your shipment has arrived. It states under which service return number your product is registered. Each request is provided with a unique return number.

### **Status of your Return order**

Based on the service return number issued to you, you can always request the status of your return shipment. Send an e-mail for this to: [service@yasin-eu.com](mailto:service@yasin-eu.com)

## Delivered damaged

In the event of a damaged delivery of our product to your home, we speak of a Defect On Arrival.

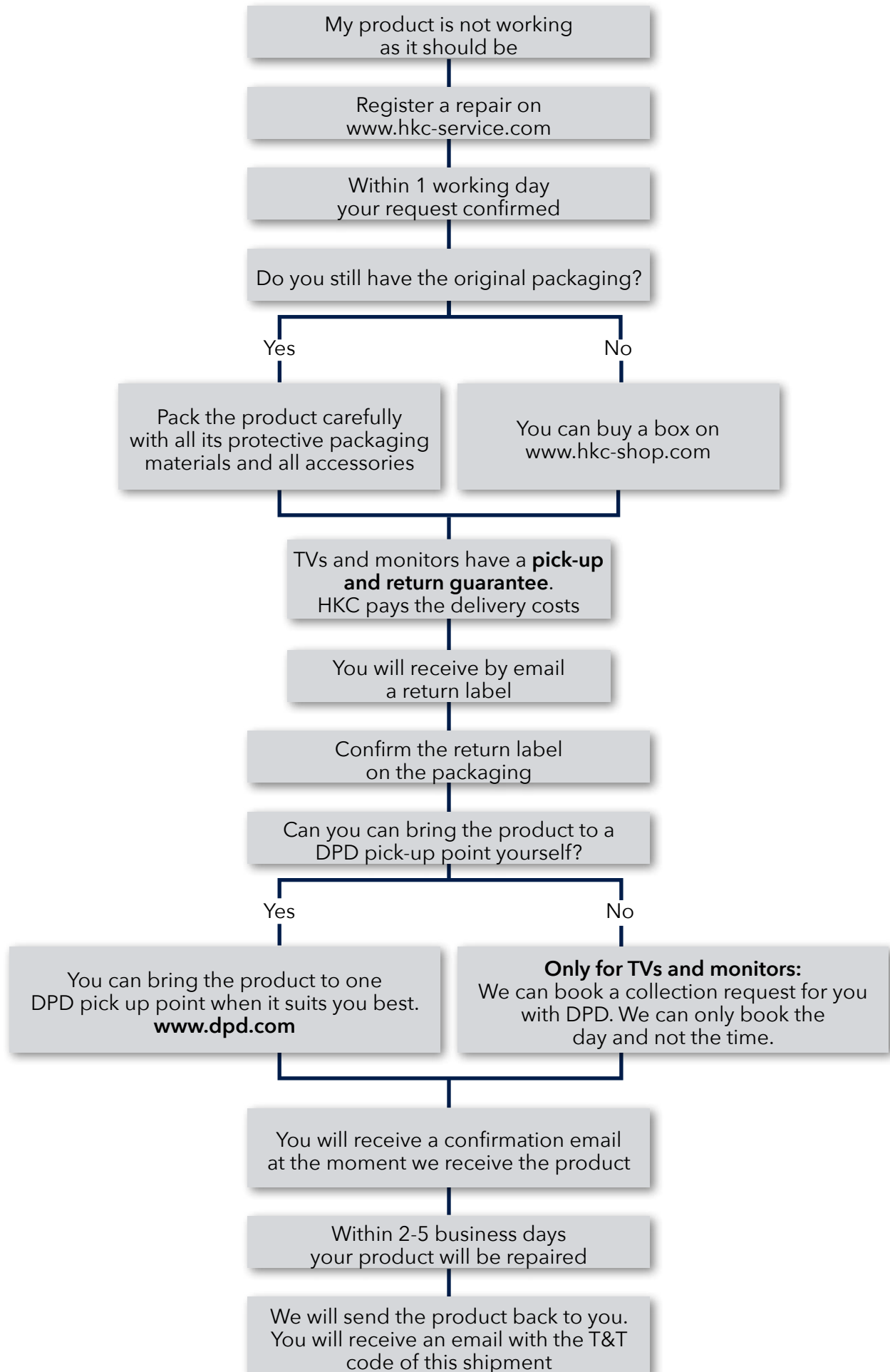
When unpacking the product for the first time, you immediately see clear transport damage. We ask you to do the following:

1. Take clear photos of all sides of the box, the shipping label and the transport damage of the product itself.
2. Send your photos with your name, order number and invoice to our consumer service within **1 working day after delivery**:  
service@yasin-eu.com.
3. The decision on the transport damage of the product is exclusively at HKC Europe BV. reserved.
4. We will contact you within 1 working day after the notification.

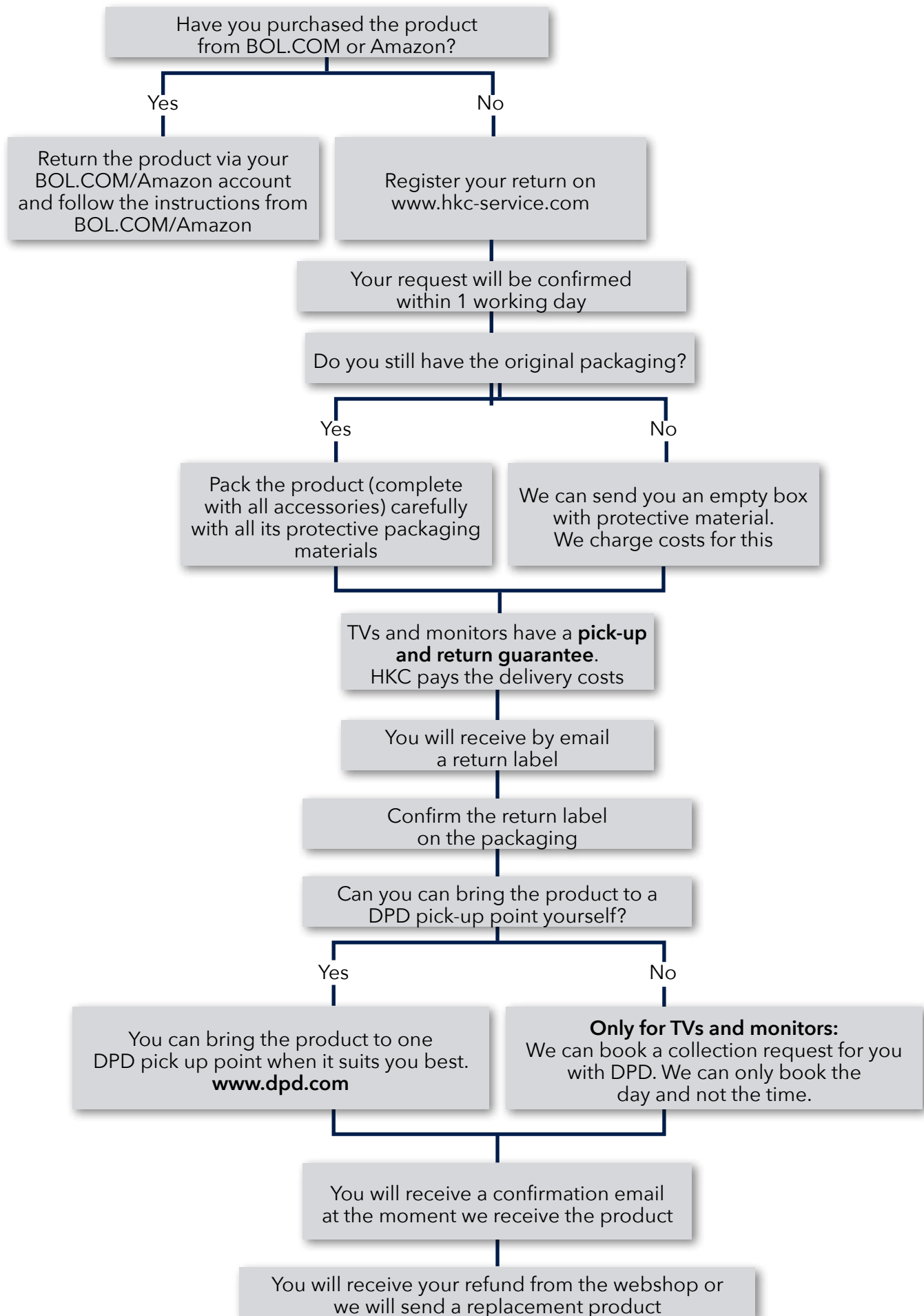
## Questions?

For any questions you can contact the Consumer service of HKC Europe BV, email: service@hkc-europe.com.

# SCHEDULE RMA (REPAIR REQUEST)



# SCHEDULE REFUND / DOA REQUEST



# SCHEDULE DELIVERED DAMAGED

