SHENZHEN MP LED TECHNOLOGY CO., LTD

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Guaranty and warranty

1. 2 years warranty, lifetime technical support. If there are any damaged parts within 2 years, MPLED will send new parts to customers without charge and bear the transport cost. MPLED will send new parts to customers first, then agent is responsible for collecting damaged parts.
If large area of leds damaged and cannot be repaired (on human factors or force majeure), and well authenticated is factory product problem, MPLED guarantee the compensation and reproduce the new parts for customer without cost. Warranty time valid beginning from customer received the goods.

2. Within warranty, customers can send relevant person and their engineers to MPLED factory for free training on hardware, software and maintenance.
MPLED provide door to door after-sale service in your country for free when more than 500,000usd total amount contract(service for product, maintenance, marketing, technology, etc)

3. Quick online response within 8 hours to solve problem by our international engineers.
A.contact with sales, send the led display problem photos and video.
B.Sales will tell some process for troubleshoot.
C.Our engineers will do remote control for check and solving after self troubleshoot.

4. The sales regularly follow up the status of led display overseas and get some feedback from our customers. Update MPLED product information and do a good job in market service.

5. For some important and large projects, MPLED send engineers to your country for installation guide, product introduction and technology training, customer pay for the visa, round ticket and hotel/meal/traffic in local market. When more than 500,000usd contract, MPLED send engineers for free.

6. MPLED will offer technical support,Patch & New Software Upgrade
Note: MPLED company major in engineering projects, not only for led display manufacturer. So we have our own engineer team for solution design, project implementation and after-sale service, like solution diagram, steel structure drawing,etc.

Shenzhen MP LED Technology CO., LTD



Company Seal:
Signature:
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Date: 01/13/2026