



质保承诺说明

Warranty Terms

尊敬的客户(Customer): JCDecaux :

对于上海边光实业有限公司提供给贵司的产品，我司质量承诺说明如下：

For the products provided to you by Shanghai Edgelight Industry Co., Ltd., Our quality commitment statement:

一、质保期限(Warranty Period):

常规不防水灯箱类产品，我们提供质保期为 2年，（按照发货日期计算）；

防水灯箱类产品，我们提供质保期为 1年，（按照发货日期计算）。

Non-waterproof products -----2 years (Date from shipping day)

Waterproof products-----1 year (Date from shipping day)

二、使用条件(Operating Condition) :

灯箱产品主要组成部件之一是亚克力，而亚克力类产品因材料特性受温度和湿度的影响比较大。客户需要考虑安装和使用环境对灯箱产生的影响。

存储温度：-5℃ - 35℃

工作温度：5℃ - 30℃

工作湿度：5 - 95%

工作时间：12H/天

The main material of light box is acrylic, and acrylic products are relatively affected by temperature and humidity due to material characteristics. Customers need to consider the impact of the installation and use environment on the light box.

Storage Temperature :

Operating Temperature :

Operating Humidity :5 - 95%

Operating Time:12H/Day

三、质保范围 **Warranty coverage**

1: 质保内 **Under Warranty**

在质保期内的产品，客户在使用过程中，如果有异常不良情况，经过我司专业技术人员分析原因，和给出处理措施。如属于产品本身问题造成的损坏，边光负责免费维修，提供配件；如无法维修或无维修价值，我司会安排免费补整片板。此质保不含安装或者拆除的人工费用。

During the warranty period , if there is abnormal bad situation, after our professional technical person analyze the reason , we will give treatment measures. If the damage is caused by the problem of the product itself, Shanghai Edgelight is responsible for free repairing and provides accessories; if it is unable to repair or has no maintenance value, Edgelight will arrange to repair the whole panel free of charge.

This warranty does not include labor costs for installation or removal.

2: 质保外 **Out of Warranty**

2.1: 超过规定的质保期限

Beyond the warranty period

2.2: 意外，误用，自然灾害破坏

Accident, misuse, natural disaster damage

2.3: 未经边光允许私自维修操作

Repair without permission of Edge light

2.4: 电源使用不当或者接线错误

Improper use of power supply or wrong wiring

2.5: 不按说明书使用，搬运

Do not use or handle according to the instructions

四：质保流程 **Warranty Procedure**

1: 通知不良情况 **Notify the deflection**

需要提供边光图片，视频或者相应的资料说明报告。

Customer need send defective report to Edgelight ,including picture ,video .

2: 应对不良措施 **Action of replacement**

需要尽快补货给客户，具体补货时间根据当时工厂生产情况回复客户交期

Edgelight will try to send replacement as soon as possible ,but the exact lead time will depends on the production status of factory .

3: 不良分析 **Defective Analysis**

边光尽可能从客户提供的资料进行分析不良原因，如果边光不能从客户提供的投诉报告分析出问题，可以要求客户退回不良品分析。若不良品不符合上述保修条款的，客户要承担补货产品的费用。

Edgelight will try to analyse the defective reason from the test report ,if Edgelight can't analyse from the report , we will require customer to return some of the defective products .

Customer have to bear all the expense if the defective products failed to meet the terms of warranty .

上海边光实业有限公司

Shanghai Edgelight Industry Co.,Ltd
Company Stamp :