AFTER SALES PROCEDURE 2021

Soundbars
SWEDEN

TCL

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WARRANTY CONDITIONS

The warranty period in **SWEDEN** is two (2) years, from the Purchase Date of the first consumer.
(Warranty period for Accessories is one (1) year)
Warranty Exclusion: Always refer to the Warranty Card of the concerned product.

WARRANTY REPAIRS

TS3100 TS5000 / TS5010 TS6100 / TS6110 TS7000 / TS7010	TS8111 / TS8132 TS8211 / TS8212 TS9030 / TS9230
Low Value Process (LVP) ONLY ONLINE www.elyseo.eu	**Warranty Repair**
Required information -Brand & Model Name (Commercial Reference); -Serial Number; -Date of Purchase; -Copy of the original customer invoice (Proof Of Purchase) *The Proof of Purchase must be readable, not altered and specifying the place of purchase, date of purchase, product name and price.* -Contact Information; -Defect Description.	
-Request is analyzed and is subject of Validation. -Validation is sent by email and is TCL Official agreement for Credit Note -Credit Note is issued by TCL to the account which initially purchased the concerned unit. -Product is destroyed by the Store under WEEE rules	**Repair** -An RMA is assigned to the claim -Product is packed in its original box or in a box strong enough and well-sized to ensure safe transport; -RMA number must be clearly identified on the box -TCL Repair Center collects the product, makes the repair and returns to the place of collection *-Consumer must return the defective product to Store.* *-TCL keeps the right to repair or exchange the product with new or refurbished product of equal or greater specifications and/or functionalities.* *-In the event of replacement, the initial returned product will not be sent back*
	DOA (14 days) & IRREPARABLE UNITS
-In the event of abnormal claim rates, TCL keeps the right to request a physical return of the products for further analysis and expertise, before any further Validation	-A Certificate of Non Repair (CoNR) is sent by TCL -Credit Note is issued by TCL to the account which initially purchased the concerned unit

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OTHERS

Commercial Returns / Change Of Mind = Not accepted by TCL