

## TV WARRANTY

1. All sales are final. There shall be no refunds.
2. Customers must be in possession of their original receipt for the TV in order to redeem the warranty.
3. All TVs from the date of purchase indicated on the receipt from BeALIV Ltd will be entitled to a:
  - a. 30-day warranty on the TV itself in the case of manufacturer defects.
  - b. 6-month warranty on TV parts only in the case of manufacturer defects (this does not extend to minor cosmetic damage, improper voltage supply, power surges, poor installation or acts of God).
4. There will be no charge for parts or labour during the TV warranty period as long as the sole cause for repair is due to manufacturer defects within one (1) month of purchase. Replacement parts are warranted for the remaining warranty period up to six (6) months after purchase. Refurbishment of such parts will be at the sole discretion of the purchaser.
5. Customers will be offered TV repair services from BeALIV Ltd in the case of manufacturer defects within one (1) month of purchase. To have the TV repaired:
  - a. Customers must alert the repair center in Southwest Plaza, within 48 hours of known defect for prompt resolution. Customers are not eligible to receive another brand-new Smart TV in exchange for a defective TV unless:
    - a. Directly out of the box, the TV does not turn on at all and the Repair Center deems it unfixable (with no damage due to installation); or
    - b. Directly out of the box the TV screen is severely damaged/deformed (with no damage due to installation) and the Repair Center deems it unfixable

AND the repair center in Southwest Plaza is notified that the TV is defective within 2 business days of purchase. A returned TV must be in its original packaging with identifiable serial/product numbers.

The Repair Center will verify whether the defective TV was sold as such or tampered with by purchase. It will be in the sole discretion of Be Aliv Limited, based on information received from the Repair Center, whether to issue another brand-new Smart TV.

Be Aliv Limited, nor its affiliates, directors, employees and agents shall be liable for any consequential damages, loss of use, loss revenue, loss profits, incidental damages, loss of property, personal injury or death as a result of this purchase.