

Daiwa Product Warranty Terms and Conditions

Thank you for choosing product(s) distributed by Daiwa Metal Works Co. Ltd.

Daiwa Metal Works Co. Ltd. would provide services to customers under the following conditions.

Custom details

1. Deposit: 50% of the total order amount.
(If the total amount does not over HK\$1,000, customers are required to pay the full amount)
2. Urgent order: Daiwa will charge an additional 20% to 100% urgent fee depend on the production and delivery situation. Please check the detail with consultants.
3. Production:
 - a. The production and delivery time will be confirmed after paying the deposit (Urgent order must be full paid);
 - b. Painted and printed colors are based on Daiwa samples. There are 5%-20% color difference under different weather, humidity, or other environment factors that re-manufactures or refunds are not available for those difference.
 - c. Computer, mobile phone or the products from other company will be appeared color difference which should not be used as color calibration or proofreading.
4. Pickup & Delivery:
 - a. Please collect the product within 14 days after being notified. Otherwise, Daiwa has the rights to handle the product without further notification and no payment will be refunded.
 - b. The delivery fee will be charged and depend on different regions; if customers have any special requirements, please contact Daiwa consultants for further information.
 - c. Please check the product immediately when order received, and contract Daiwa if the products have any problem within three working days except man-made damage, malfunction caused by misuse, and damage, rust, or breakdown caused by wear and tear instead of the product itself.

Inquire requirements

1. The document output is required CMYK, RAL or PANTONE in 10% unit. (If not, Daiwa will not be responsible for any color difference.)
2. Outline is required for any typing content.
3. ONLY support in Adobe Illustrator (CS5), Adobe Photoshop (CS5), CorelDRAW (GRAPHICS SUITE X6) and AutoCAD (2012)
4. Tiff, Jpg, Png or other image format that cannot used in CNC production are not acceptable.
5. If document provided by customer contains any trademark, customer must own the certain trademark or be authorized by its owner. Daiwa have no obligation in any issue or argument.

Daiwa Metal Works Co. Ltd. would provide warranty services for products to customers under the following conditions.

Maintenance service

1. The product should be produced or distributed by Daiwa.
2. Warranty coverage started after all additional fees are paid and from the date product are installed and confirmed.
3. Daiwa provides half year carry-in limited warranty.
4. Warranty does not apply under the following conditions:
 - a. Misuse by not following the instructions properly.
 - b. Any accidental, misuse or intentional damages causing malfunction.
 - c. Unauthorized repairing or modification done to the product.
 - d. Do not connect the transformer or directly connect to the power (220V) cause damage to the product.
 - e. Natural lighting decay of the LED.
5. Extra fee will be charged under the following conditions:
 - a. Extra checking and maintenance fee will be charged for expired warranty product.
 - b. Any error caused by unauthorized repairing or modification done to the product.
 - c. No on-site maintenance will be provided for product that not installed by Daiwa. Products are required to remove and send by customers to Daiwa.
 - d. If scaffolding is required for safety reason, additional fee will be charged.
6. On-site maintenance are only available during 9:30-18:30 from Monday to Friday excluding public holidays.
7. Daiwa has the right to disassemble and send the product to the Daiwa China factory to complete the repair.

Notice to Customers

1. Customers should provide product information and their contact information with the presentation of sales receipt and order number.
2. All the LED lights, transformers and other assembly applied in the products are certified by CE. The original instructions by suppliers are available upon required.
3. The maintenance and repair are recognized as completed if the products are operated normally and passed the factory quality test.
4. Daiwa will not be responsible or compensate for any damage or loss during the maintenance.
5. Customers can inquire about the repairing progress via phone. Please collect the product within 15 days after being notified. Otherwise, Daiwa has the rights to handle the product without further notification. Please contact Daiwa consultants for further information.

Disclaimer

Daiwa Metal Works Co. Ltd. reserves the rights to amend these terms and conditions without prior notice.

In case of any dispute, Daiwa Metal Works Co. Ltd. reserves the rights for any final decision.