

Extended Warranty Program

As part of our commitment to providing premium and reliable LED display products, LIGHTVU Inc. (“LIGHTVU”) is proud to offer an Extended Warranty Program.

Parties as defined under this Agreement:

- A. LIGHTVU is a Canadian manufacturer, distributor, and supplier of direct view LED display solutions.
- B. Authorized Reseller is engaged in, but not limited to, the business of selling LIGHTVU products.
- C. End user is the final purchaser or licensor of LIGHTVU products for their own use and not for resale or redistribution.
- D. Authorized Service Provider is a person or organization that has been authorized by LIGHTVU to perform service and/or maintenance on products that are still under warranty without voiding the warranty.

The following Extended Warranty Periods apply to products purchased from LIGHTVU on or after January 1, 2020:

Product	Extended Warranty Period
AURORA Series	Up to an additional 7 years
SATURN Series	Up to an additional 3 years
Upanel II	Up to an additional 2 years
UpanelS	Up to an additional 2 years
Unano	Up to an additional 3 years
Uslim	Up to an additional 3 years
Usurface III	Up to an additional 2 years
Ustorm, Ustorm II, Usurface II	Up to an additional 3 years
Digital Scoreboard Mediawalls	Up to an additional 5 years
Controllers	Up to an additional 3 years

*Warranty period for mounting solutions sold by LIGHTVU match LED warranty period.

LIGHTVU's Extended Warranty Program is available to all Authorized Resellers and End User's. The Extended Warranty Period must be purchased at the time of the original sale. The Extended Warranty Period starts on the date the Standard Limited Warranty Period expires for the respective product.

Any third-party product(s) or any part thereof which LIGHTVU distributes is subject to the original manufacturer's warranty policy and procedure unless specified otherwise in writing by LIGHTVU.

This Agreement includes:

- i) Protection from defects in material and workmanship for the Standard Limited Warranty Period.
- ii) Access to phone or email technical support as outlined in "Business With LIGHTVU".

LIGHTVU reserves the right to change the terms and conditions of this Agreement. Such changes will apply to covered LIGHTVU product purchased on or after the effective date of the revised warranty terms and conditions. The active Standard Limited Warranty Agreement at the time of original purchase order stands.

Extended Warranty Coverage

The Extended Warranty Program covers everything LIGHTVU's Standard Limited Warranty Agreement covers. Please refer to LIGHTVU's "Standard Limited Warranty Agreement" for full coverage details.

Exclusions

The Extended Warranty Program exclusions include all of LIGHTVU's Standard Limited Warranty Agreement exclusions. Please refer to LIGHTVU's "Standard Limited Warranty Agreement" for full exclusions details.

Contacting LIGHTVU

When repairs and/or servicing is required, the End User should contact the original Authorized Reseller who may contact LIGHTVU on behalf of the End User. In the event the Authorized Reseller is no longer available, End User should call LIGHTVU Technical Support at 1-855-514-4888 or email support@lightvu.com.

Submitting Warranty Claim:

Warranty claims are to be submitted to LIGHTVU by an Authorized Reseller on behalf of the End User. Authorized Resellers should refer to “Business With LIGHTVU” for complete return merchandise authorization (RMA) procedure.

Shipping For Warranty and Servicing

For any and all warranty and servicing of the product, the shipper is responsible for all shipping expenses to send the product to LIGHTVU. LIGHTVU is responsible for all shipping expenses (standard shipping) to return the product to the shipper.

Miscellaneous Returns

Returned products will only be accepted for warranty if the RMA number issued by LIGHTVU accompanies the returned product. If the product is determined to be in proper working condition, LIGHTVU reserves the right to bill for any and all costs incurred to determine the functionality of the product.

Limitation of Liability

LIGHTVU will not be held liable for damage to property, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, loss of data, or any other financial loss, even if LIGHTVU is aware of the possibility of such damages.

LIGHTVU will not be held liable for any consequential, incidental, indirect, punitive, or any other type of damages, whether the claim is based on contract, tort, product liability, negligence, strict liability, or any other legal basis.

This Agreement is governed by, and shall be construed and enforced in accordance with, the laws of the Province of Alberta.