

We provide AV solutions such as LCD/LED display, video processor, video conference, audio system and accessories. And we protect your investment with industry-leading warranties, customer care, and technical support.

STANDARD WARRANTY PERIOD

See the standard warranty period for your Starview product, from the list below:

- LED display: 12/24/36 months
- LCD display: 12/24/36 months
- Video processor: 12/24/36 months
- Video conference: 12/24/36 months
- Audio system: 12/24/36 months
- Accessories: 12 months

EXTENDED WARRANTY PERIOD

Starview products come with compelling and competitive standard warranties. When customers want to extend the life of their products, extended warranty package allow increase the length of your standard limited warranty to up to 5 years of worry-free ownership.

STANDARD WARRANTY POLICY

- Remote support 24/7 via our Service Center.
- Support repair and RMA inquiries, warranty replacement. For details, please contact our Service Center for more information.

TERMS & CONDITIONS

Product returned to Starview must be issued a valid Return Material Authorization (RMA) number. To request an RMA, contact our Service Center.

- Prior to receiving an RMA, the product must be first troubleshot and determined to be defective by a Service Engineer of Starview.
- Replacements will only be issued for the identical product model/type of the original defective product.
- The warranty is not applicable to cases: Accidents, Acts of God, lightning, water, fire; Unauthorized modifications carried out; Damage to the product during shipping.

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WARRANTY STATUS CHECK

- To check your Starview product warranty status, enter a valid product serial number.
- See the Starview Support website at:
<https://starviewint.asia/support/warranty-status-check.html>



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