



0333 123 3050 / contact@onedirect.co.uk

Thank you for ordering your new screen with us. Upon delivery, please follow these steps:

1. Before accepting delivery, carefully check the product box for any physical damage. If damage is spotted, take pictures and make sure it is noted by the delivery driver in their system.
2. Test the screen **before** doing the installation, make sure not to remove any plastic coverings or anything. If the screen is working correctly then proceed with the installation.
3. In case of any problems (at delivery point or after the initial test) make sure to inform us right away, including pictures and exact details of the problem/damage. This must be done within **1 business day** so a claim can be raised with the courier or manufacturer. All packaging must be kept in the same way it was received.

Additional Notes:

1. Failure to follow these steps may result in any damages that could have occurred during transit or at delivery **not to be covered** by the warranty.
2. All screens come with a manufacturer's warranty against defects, any accidental damage during installation or during use will void the warranty.