

Warranty Document

Applies to all GAMEO gaming monitors. GAMEO LIMITED, 172 High Street, Hounslow, United Kingdom.

1. Warranty Overview

GAMEO LIMITED guarantees the quality of this product. This warranty provides clear guidance for customers and protects GAMEO LIMITED from misuse or false claims.

Scope: Applies only to products purchased from authorized GAMEO LIMITED channels within the UK. Warranty is non-transferable.

2. 30-Day Replacement Warranty

Eligibility: Within 30 days from delivery, for: manufacturing defects; dead pixels exceeding ISO industry standards; no power / no display; major hardware faults.

Requirements: original condition, all included accessories, original packaging.

Replacement may be refused if misuse, physical damage, or third-party repair is evident.

3. 12-Month Service Warranty

Coverage (after first 30 days, up to 12 months): display malfunction (excluding physical damage); internal hardware failure (excluding misuse); power failure not caused by user error.

Resolution options: repair the product; replace faulty parts; replace the unit (if repair is impossible). All resolutions are at the discretion of the GAMEO LIMITED Support Team.

4. Exclusions

This warranty does NOT cover: physical damage (cracks, dents, broken screen); liquid / water damage; burn marks, electrical surges; scratches or cosmetic wear; improper installation or third-party accessories; software / driver / settings issues; burn-in from static images; Customer-Induced Damage (CID); unauthorized repairs or modifications.

5. Pixel Policy

Small numbers of inactive pixels are normal. Replacement only if dead pixels exceed ISO industry limits. Contact support for evaluation.

6. How to Claim Warranty

Email info@gameoshop.co.uk with: Order ID; Model Number; Date of Purchase; Detailed Problem Description; Photos / Videos; Serial Number (if available).

Incomplete information may delay service.

7. Warranty Process

1. Contact support by email 2. Submit required details 3. Technical evaluation by GAMEO team 4. Approval (if applicable) 5. Repair / Replacement / Resolution.

Average processing time: 5-10 working days.

8. Regional Coverage

Warranty valid only within the UK. International shipping, customs, and import duties not covered. Does not affect statutory consumer rights under UK law.

9. Limitation of Liability

GAMEO LIMITED is not liable for: data loss; business interruption; indirect, incidental, or consequential damages; loss caused by improper use.

Maximum liability = purchase price of product.