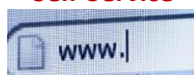


Soundbars AFTER-SALES PROCEDURE 2025 – NETHERLANDS



Self-Service



Consumers : www.tcl.com
B2B : www.elyseo.eu

Contact Center



0207 971748
NLsupport@tcl.com
Monday-Friday 9h-18h

Application



WARRANTY CONDITIONS

The warranty period in the **NETHERLANDS** is two (2) years, from the Purchase Date of the first consumer.
Warranty Exclusion: Always refer to the Warranty Card of the concerned product.

WARRANTY REPAIRS

Exclusively models: TDS6100, TDS6110, TS3100, TS5000, TS5010, TS6000, TS6110, TS7000, TS7010		All other models	
Low Value Process (LVP) ONLY ONLINE www.elyseo.eu by Store		DOA (14 days) B2B only: www.elyseo.eu	Warranty Repairs
Required information -Brand and Model Name (Commercial Reference); -Serial Number; -Date of Purchase; -Copy of the original customer invoice (Proof Of Purchase) <i>The Proof of Purchase must be readable, not altered and specifying the place of purchase, date of purchase, product name and price.</i> -Contact Information; -Defect Description.			
-Request is analyzed and is subject of Validation. <i>(In the event of abnormal claim rates, TCL keeps the right to request a physical return of the products for further analysis and expertise, before any further Validation)</i>		-An RMA is assigned to the claim -Product is packed in its original box or in a box strong enough and well-sized to ensure safe transport -RMA number must be clearly identified on the box -TCL Repair Center collects the product (if claim was made on www.elyseo.eu), makes the repair and returns to the place of collection	

LOW VALUE, DOA & IRREPARABLE UNITS

-A Certificate of Non Repair (CoNR) is sent by TCL	
-Credit Note is issued by TCL to the account which initially purchased the concerned unit	
Product is destroyed by the Store under WEEE rules	Product is recycled by Repair Centre

WARRANTY REPAIRS

Missing or Defect Accessories = connect to www.elyseo.eu and make the request online
Commercial Returns / Change Of Mind = Not accepted by TCL