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Thank you for your business! Below are some things you'll need to know before ordering the Twin Towers Grand Opening Digital Menu Package.

SCREEN DAMAGE MUST BE REPORTED IMMEDIATELY! PLEASE READ:

Track your shipments and make sure that you or a trusted agent are available to receive deliveries. Automated tracking information will be sent to the email address on your order, and you can login to your account on this website at any time to check shipping status and obtain your tracking numbers. Most freight drivers will NOT honor special requests to call before delivery!

Never discard shipping cartons until you have carefully inspected each screen and plugged them in to verify proper operation. If possible, store the boxes and foam inserts in case you need to do a warranty return at a later time.

Freight Damage: Inspect your boxes at time of delivery. If you notice severe damage, you should refuse to accept the delivery. If you notice minor damage like crushed corners, punctures, or large creases in the carton, document this damage on the Bill of Lading when you sign for the delivery.

FREIGHT DAMAGE MUST BE REPORTED TO US WITHIN 24 HOURS. Our freight companies will not honor damage claims reported more than 2 days after delivery. We need a day to submit the claim.

Hidden Damage: On rare occasions the shipping carton appears undamaged, but cracks or picture defects are discovered when the screen is unboxed.

HIDDEN DAMAGE MUST BE REPORTED TO US WITHIN 5 DAYS. It is your responsibility to gently pull the screens out from the boxes to look for cracks or other damage. In cases of physical damage we must file a claim with the manufacturer as quickly as possible.

FAILURE TO REPORT DAMAGE TO TWIN TOWERS WITHIN THESE TIME FRAMES WILL RESULT IN YOUR CLAIM BEING DENIED. COST OF REPLACEMENT WILL BECOME YOUR RESPONSIBILITY. SUBMIT A TIMELY CLAIM SO WE CAN HELP!

HOW TO FILE A DAMAGE CLAIM:

We need specific photos to process your claim. Please provide all of the following photos of the box:

- Front side of box
- Back side of box
- Sides of box
- Close-up of any damage to the box
- Box label with model and serial number

Next, carefully pull the screen from the box and remove the packing materials, then take photos of:

- Front side of screen
- Back side of screen
- Close-ups of any damage
- Close-up of sticker on back side with model and serial number

When you have these photos ready, please go to charleys.t3digitalsigns.com and select "Report Damaged Screen" in the header menu. If you have problems with the form, email support@t3digitalsigns.com or call 702-903-5818 for help.

<https://charleys.t3digitalsigns.com/damaged-screen-form>

General Guidelines:

- Returning customers, please login to your user account before completing your purchase. Login button is in the top menu bar next to the shopping cart icon, or at the top of the checkout page.
- New customers will have an account automatically created during checkout. Please check your email for information on accessing your account and setting your password.
- **Confirm correct screen size with your General Contractor before ordering.** Most stores accept the 55" menu screens on the overhead soffit, but some stores will require smaller 50" screens due to restricted soffit space. Contact your Charleys representative if you need smaller screens.
- It is customers responsibility to track orders and shipping. ***We cannot accommodate special shipping instructions or call onsite contacts during delivery.***
- Log in to your customer account to check order status and obtain tracking numbers for all orders. Make sure you or your representative is available on the day of delivery to accept shipments.
- For Walmart deliveries, freight drivers will often leave packages and pallets in the rear Walmart receiving warehouse. *We recommend against shipping to Walmart.* Please use a home or office shipping address when possible to ensure safe delivery.
- **Please inspect all parcels within 24 hours of delivery and report any damage immediately.** If boxes show signs of excessive damage, it is recommended that you refuse the shipment and have it returned to sender. For minor damage, you can make a notation on the bill of lading when you sign for the shipment ("Carton is damaged which may affect contents inside"). Take photos of all sides of the box before opening. Inspect the screen for damage and [contact us](#) as soon as possible.
- Plug the screens in and verify good working condition and picture as soon as possible.
- **DO NOT DISCARD BOX OR PACKING INSERTS** until screens have been confirmed in perfect condition. *We cannot process returns without the original box and packing inserts!*
- Media players are shipped separately – connect them to the screens before mounting on wall. Follow the labels on each media player to install in correct order. We highly recommend that you read the included instructions before beginning to set up your media players!
- After you connect your media players to the screens and your WiFi network, verify that they are showing the correct prices. If there are any issues, let us know as soon as possible.

We are here to help the process go smoothly. Email support@t3digitalsigns.com or call/text 702-903-5818 for fast assistance. Always include your Charleys store number with your request.

Thank you for reading these terms and conditions!