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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. When possible we request delivery by appointment, and they will call to set a time. Not all freight carriers are able to honor this request.

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. ***As soon as you transport or mount the equipment, the freight carrier is no longer liable for damage.***

FREIGHT DAMAGE MUST BE REPORTED TO US IMMEDIATELY. Take a photo of the entire unwrapped pallet and submit it with your damage claim as outlined in the steps below. Freight carriers will not honor damage claims reported after the day of delivery!

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 48 HOURS. 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. PLEASE 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:

- Full front side of box
- Full back side of box
- Closeup of serial number sticker on side of box
- Closeup of and damage to the box

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

- Full front side of screen
- Full back side of screen
- Closeups of any damage
- Closeup of sticker on back side with model and serial number

When you have these photos ready, please log in to your FMX dashboard at tttsm.gofmx.com and select "Digital Menu Boards" in the drop down for Request Type. If you have problems using FMX, email support@twintowerstrading.com for help.

General Guidelines:

- **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 franchise consultant 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. ***Follow the tracking number and retrieve your pallet from Walmart receiving area on the day of delivery.***
- **Please inspect all parcels upon 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 built in to the screens. Franchisee or contractor should call us at 702-903-5818 when screens are mounted on the wall and connected to the internet, so we can program your screens with the correct menus.

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

Thank you for reading these terms and conditions!