Warranty Claim Process
Stratacache Support

IMMEDIATELY UPON RECEIPT

When the equipment arrives, it must be inspected. The equipment is your asset once it departs the LSI loading dock. When signing the Proof of Delivery (POD) always write "Subject to inspection". If the boxes you received show damage, LSI can process a freight claim on behalf of the franchisee.

Even if no damage is observed on the exterior packaging, a Concealed Damage request can be placed with the carrier if needed. For all Concealed Damage cases, screens must not be installed or be uninstalled and boxed up before replacement arrives.

To Do:
- Always write "Subject to inspection" on the POD.
- Freight claims must be filed within 7 days of delivery.
- Please retain the shipping containers for 30 days after installation.

FIRST 30 DAYS AFTER INSTALLATION

During the first 30 days after installation, you can initiate a claim via LSI and we will enter it through the screen manufacturer's portal and include photos of the displays, serial numbers, site address, and contact information.

The manufacturer, not LSI, will contact the franchisee regarding the warranty response. To initiate a claim email warrantyclaims@lsicorp.com. The information needed to begin a claim is bulleted below.

AFTER 30 DAYS OF OPERATION

After 30 days of operation, contact Stratacache Support to describe the situation at (877) 761-1122 or Support@stratacache.com. Stratacache will troubleshoot to determine if the issue is a content, cabling, or display-centric problem and they will respond accordingly.

Additionally, they will want photos, a description of the issue, serial number(s), address, and contact information. See the complete list of required documentation below.

To process your claim properly, you will need to provide this information

o Store address
o Name of store
o Store number
o Point of contact
o Phone
o Email
o Manufacture
o Model number
o Serial number
o Issue/problem
o Troubleshooting notes

Also include the following 8 photos:

- o Serial tag on the box (must be readable)
- o Full front view of shipping/unit box
- o Full back view of shipping/unit box
- o Full left view of shipping/unit box
- o Full right view of shipping/unit box
- o Serial tag on unit (must be readable)
- o Clear damage photo, including surrounding area, powered on if possible.
- o Back of screen