

Seura TV Warranty Information:

Skywalker will assist with Seura warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

Warranty Policy

If a Séura, Inc. (“Séura”) Product (the “Product” or “Products”) fails to work or operate properly because of a defect in materials or workmanship, Séura will, for the length of the period indicated below, (starting on the date of the customer’s purchase receipt for the Product), at its option, either; (a) repair the Product with new or refurbished parts onsite or at Séura’s factory, including Séura’s labor if applicable; or (b) replace the Product with a new or refurbished Product; or (c) refund of the lesser of a pro rata share of the current MSRP as determined by the remainder of the warranty period if replacement of the Product is not commercially feasible. The remedy chosen will be in good faith and at the discretion of SÉURA.

Séura warrants Outdoor TVs with respect to Séura’s Labor for two (2) years; Glass, Structure, Frame, and Assembly for two (2) years; TV including remote and power supply for two (2) years.

For complete warranty information go to:

<https://www.seura.com/globalassets/support/warranty>

Contact Information:

Seura
1230 Ontario Road
Green Bay WI 54311

Support Phone Number: 800-957-3872

Email: contacts@seura.com

Process for obtaining RMA

A warranty claimant must contact Séura at 920-857-9069 for a diagnostic. Please have your Product receipt available. At that time, Séura will provide technical support over the phone to attempt to fix the problem. If unsuccessful, a Séura Representative will determine if the Product will be serviced onsite, replaced, or returned to Séura’s factory in Green Bay, Wisconsin for repair.

