

IMPORTANT NOTICE – These terms and conditions directly affect your rights, obligations, and remedies as an end-user of Planar products. As used here, “end-user” means use of the products for your personal use only and excludes resale, rental or transfer of any kind. Please read and understand your rights. Use of the Planar product shall be considered acceptance of this warranty and acceptance of the EULA.

Planar Network Display

3-Year Warranty for North America

All Planar® Network Display (ND) products feature a 3-year limited warranty, including a 3-year Advance Replacement and 3-year parts and labor, for locations within North America. This warranty excludes accessories; all accessories including but not limited to, cables, keyboard, mouse, and other peripherals, are warranted for ninety (90) days. Warranties begin upon date of shipment of Product.

Monitor Hardware - Warranty Coverage

Planar warrants its ND monitors (Product) to be free from defects in material and workmanship during the warranty period noted above. If, in Planar’s determination, a Product proves to be defective in material or workmanship during the warranty period, Planar will, at its sole option, either (1) repair the Product or replace it with a similar new or refurbished Product per the Advance Replacement Guidelines below, or (2) in the event that replacement or repair of the Product is not commercially feasible, refund a pro-rata share of the then current MSRP of the Product (or a similar product if the Product is no longer available) as determined by the amount of time remaining in the warranty period. MSRP is defined as the most recent price listed at www.planaronline.com.

Monitor Hardware - Length of Warranty

Planar ND monitors are warranted for 3-years. All other accessories, including but not limited to, cables, keyboard, mouse, and other peripherals included with the Product, are warranted for ninety (90) days. Warranty begins upon date of initial shipment of Product to you.

Who the Warranty Protects

This warranty is valid only for the first consumer purchaser and excludes resale, rental or transfer of any kind. You may be required to provide evidence of proof of purchase.

Advance Replacement Guidelines

Contact Planar’s customer service (toll free) at **1-866-PLANAR-1** (1-866-752-6271), or on-line chat is available Monday through Friday, 12am to 7 pm Pacific Time. You must have the model number, serial number and original proof-of-purchase available. Planar’s Customer Service staff will attempt to correct any minor issues that might be causing the problem. If we are unable to resolve the problem through troubleshooting, a return material authorization (RMA) number will be issued. Planar must receive the

RMA request by 1 p.m. PT to give Planar the opportunity to ship the replacement product that same day.

If it is within the 3-year warranty period, Planar will ship you an Advance Replacement Product. A valid credit card is required to obtain the Advance Replacement service within the United States. If you are unable or unwilling to provide a valid credit card, Planar will provide "Return and Replace" or "Return and Repair" service, as Planar deems appropriate to the circumstances. The Advance Replacement Product will not include any other accessories, as defined in the Length of Warranty section. Depending on your location, it may take more than 2 days for the replacement to arrive.

Planar will need to receive the defective Product in otherwise good condition, within 14 days following the delivery of the Advance Replacement Product to you, so that your credit card will not be charged. If the defective Product is not received within the 14-day timeframe, your credit card will be charged for the current MSRP of the Product.

After receiving the Advance Replacement Product, you should:

1. Return the defective Product in the box in which the Advance Replacement Product was shipped.
2. Return only the defective Product. Planar will not be responsible for returning or replacing any accessories (as described in the Length of Warranty section) that are returned with the defective Product.
3. Attach the prepaid RMA return label that was included with the Advance Replacement Product. Verify that the serial number on the RMA return label matches the serial number of the defective Product being returned.
4. Call the shipping pick-up number provided with the Advance Replacement Product for package pick-up, or drop it at the local UPS location. For door-to-door pickup, UPS may charge a pickup fee for which you are responsible. If another carrier is used other than the prescribed carrier, you are responsible for the shipping cost incurred when returning the defective Product.

All defective Product returns are to be sent by ground transportation. You are responsible for excess charges for any other method of return.

Important Information for Returning Hardware

1. Planar will **not** accept returned Product unless an RMA number has been previously issued by Planar.
2. If the defective Product is returned and deemed to be covered by one of the warranty exclusions, Planar reserves the right to charge your credit card an amount not to exceed the MSRP.
3. If Product is returned and is deemed to be a No Fault Found (NFF) unit, Planar reserves the right to charge your credit card in the amount of \$299.00.
4. It is your responsibility to properly package the defective Product and ship it to the address provided by the Customer Service representative with the RMA number prominently displayed. If the defective Product is not properly packaged and is damaged in transit during its return to Planar, your credit card shall be charged for either the associated repair costs, if repairable, or the MSRP of a replacement Product.
5. The replacement Product will assume the remainder of your original Product's warranty or 90 days, whichever is longer.

6. Upon receipt, you agree to retain the replacement Product and that your defective Product becomes the property of Planar.

Monitor Hardware Warranty Exclusions

The following conditions or circumstances are **not covered** under the terms of Planar's warranty:

1. Planar is unable to deliver to P.O. Box, APO Box and FPO Box addresses.
2. Any Product, on which the serial number has been defaced, modified or removed.
3. Replacement rental costs incurred by you in the event of Product failure.
4. Damage, deterioration or malfunction resulting from:
 - A. Accident, abuse, misuse, neglect, improper ventilation, fire, water, disaster, lightning, or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the Product.
 - B. Repair or attempted repair by anyone not authorized by Planar.
 - C. Any damage to the Product due to shipment.
 - D. Removal or installation of the product.
 - E. Causes external to the product, such as electric power fluctuations or failure.
 - F. Use of supplies or parts not meeting Planar's specifications.
 - G. Normal wear and tear.
 - H. Defects caused by you, including but not limited to, scratched/defaced/altered plastics.
 - I. Failure to follow maintenance procedures as outlined in the Product's user guide where a schedule is specified for regular cleaning of the Product.
 - J. Opening the Product and/or tampering with internal circuitry.
 - K. Products rented, lost, stolen or discarded.
 - L. Any other cause, which does not relate to a Product defect.
5. Any Product returned due to a Software or Accessory malfunction when such Software or Accessory warranty is no longer in effect.
6. Removal, installation, and set-up service charges.

Monitor Hardware Extended Service Options

Contact Planar for information on extended service options beyond the initial 3-year warranty period. Call us at 1-877-MPLANAR (1-877-675-2627) or email us at premiumservices@Planar.com.

Wyse Thin O/S (Software) Warranty Period

The Wyse Thin O/S Software ("Software") that is embedded in the Network Display monitor is under warranty from Planar for 90-days from date of Product shipment. This warranty is valid only for the first consumer purchaser. Customer may be required to provide evidence of proof of purchase.

Software Warranty Coverage

Planar warrants that the Software will be free from defects in material and workmanship under normal use as granted in the End User License Agreement accompanying the Software. During the 90-day warranty period, Planar technical support shall provide you telephone support and shall make Software updates available to you (upon request) at no additional cost.

Software Extended Service Program

Planar knows that you rely on dependable and knowledgeable support, which is why Planar offers an Extended Service Program (ESP) to protect you from costly repairs and lengthy downtimes. To receive Software updates and technical support for the Software after the initial 90-day warranty period, please contact Planar's Service Department for information on your extended service options, at premiumservices@Planar.com or 1-877-MPLANAR (1-877-675-2627).

No Implied Warranties

PLANAR OFFERS NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. PLANAR DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Exclusion of Damages

PLANAR'S LIABILITY RELATED TO THE PRODUCT IS LIMITED TO THE COST OF ONE OF THE FOLLOWING REMEDIES, AS NOTED ABOVE: (1) REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT; (2) REPAIR OF THE DEFECTIVE PRODUCT OR (3) REFUND OF THE LESSER OF A PRO-RATA SHARE OF THE CURRENT MSRP AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD OR THE DEPRECIATED VALUE OF THE PRODUCT BASED ON THE MSRP IF REPLACEMENT OR REPAIR OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE IN PLANAR'S SOLE OPINION. THE REMEDY CHOSEN WILL BE IN GOOD FAITH AND AT THE DISCRETION OF PLANAR. IN NO EVENT SHALL PLANAR BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY, OR
4. ANY VERBAL WARRANTY ASSURANCES MADE BY A PLANAR EMPLOYEE OR A PLANAR AUTHORIZED RESELLER THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.

Effect of Local Law

This warranty gives you specific legal rights, and you may have other rights, which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.