



## LA Open-Frame LCD Monitors – Extended Warranty Overview

### **Summary**

- 3 year “repair and return” warranty on all LA Open-Frame LCD Monitors
- Typical repair turn-around-time of 10 business days
- Online technical support included

### **Warranty Return Procedure**

Here is the simple procedure to follow if you have a non-functioning LA Open Frame Monitor. Planar’s customer-service staff will attempt to correct any minor issues that may be causing the problem. Once Planar has determined the customer has a non-functioning product, Planar will arrange for return and repair of the non-functioning product.

- 1)** Contact Planar via the web at (<http://www.planar.com/support>), or call (866) PLANAR1, (866.752.6271). The customer must have the model number, serial number, and proof-of-purchase available.
- 2)** Our customer service staff will attempt to correct any minor issues that may be causing the problem. If we are unable to fix the problem to the customers’ satisfaction, Planar will issue a Return Material Authorization (RMA).
- 3)** Customer will return the product (as specified) to Planar Systems within 30 days.
- 4)** Planar will validate the defect, repair the unit, and return the unit to the customer. Planar’s typical turn-around time is 10 business days.

At Planar’s sole discretion, the customer may be charged for returned units deemed functional, or for returned units with only customer-caused damage. It is the responsibility of the customer to properly package the hardware, include all appropriate materials, and return it to the location specified by Planar customer service.

### **Summary Limitations and Exclusions of LA Open-Frame LCD Monitors**

1. LA Warranty is valid only for the first consumer purchaser (non-transferable).
2. The customer must provide original proofs of purchase or serial numbers for the LA hardware.
3. Any damage or dissatisfaction associated with latent images, “burn-in,” or any other damage determined by Planar to be the result of customer use patterns.
4. Any product with a defaced, modified, or removed serial number.
5. Any product returned more than 30 days after Planar issues the RMA.
6. Any product with damage, deterioration or malfunction resulting from:
  - a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b) Repair or attempted repair by anyone not authorized by Planar.
  - c) Any damage of 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, including backlights dimming over time.
  - h) Any other cause, which does not relate to a product defect.
7. Removal, installation, and set-up service charges.



### **Limitation of Implied Warranties**

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### **Exclusion of Damages**

PLANAR'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. PLANAR SHALL NOT 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 THEIR POSSIBILITY OF SUCH DAMAGES.
- 2) ANY OTHER DAMAGES, WHETHER INCIDENTAL, INDIRECT, CONSEQUENTIAL OR OTHERWISE.
- 3) ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

### **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.