



**IMPORTANT NOTICE** – These terms and conditions directly affect your rights, obligations, and remedies as an end-user of Planar products. Please read and understand your rights. Use of the Planar product shall be considered acceptance of this warranty.

## Planar SD Stereoscopic Display Family Customer First™ 3-Year Premium Warranty

Congratulation on your purchase of a Planar® SD Stereoscopic Display! If you have purchased the 3-year Premium warranty, please review this document for important information. Planar's 3-year premium warranty replaces the standard one year warranty with a three year Advanced Express Replacement of your Planar Stereoscopic Display<sup>1</sup>. Planar's Premium Warranty is a cost-effective means of reducing the downtime, risk, and administration associated with a non-functioning Stereoscopic Display.

### Features

- Replacement display ships<sup>2</sup> overnight
- Advanced replacement
- Complimentary shipping, pick-up, and delivery
- Unlimited use of the Premium Warranty
- 24 x 7 access to online customer support

As part of this comprehensive program, in the unlikely event your Planar SD Stereoscopic Display (Product) needs to be serviced, Planar will provide our no-charge, Customer First™ Overnight Advance Exchange. Planar will ship your replacement Product overnight and provide a prepaid shipping label for your original monitor to be returned. This high level of support minimizes downtime and underscores our commitment to customer satisfaction. Please contact us at [PlanarSupport@Planar.com](mailto:PlanarSupport@Planar.com) or call Planar customer service (toll free) at 1-866-PLANAR-1 (1-866-752-6271) for complete details.

### Warranty Coverage

Planar warrants its products to be free from defects in material and workmanship during the warranty period. If a Product proves to be defective in material or workmanship during the warranty period, Planar will, at its sole option, repair or replace the Product with a similar new or refurbished Product or refund the lesser of a prorata share as determined by the remainder of the warranty period of the then current market price or the depreciated value of the Product based on the purchase price if repair or replacement of the Product is not commercially feasible.

<sup>1</sup> The mirror component will be warranted for defects for 30 days.

<sup>2</sup> The program allows for exchange of a non working unit with a comparable refurbished or new unit. The customer agrees to retain the replacement of the Display and the customer's non-working display shall become the property of Planar.



## Length of Warranty

The Planar SD Stereoscopic Display is warranted for 3-year replacement including 3-year parts (excluding the mirror component) and 3-years labor. Warranty begins upon date of shipment of the Product. Warranty valid for the following product families: SD Stereoscopic Display.

## Who the Warranty Protects

This warranty is valid only for the first consumer purchaser.

## Warranty Exclusions

1. Planar is unable to deliver to PO Box or FPO Box addresses.
2. Any Product, on which the serial number has been defaced, modified or removed.
3. 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.
  - H. Any other cause, which does not relate to a Product defect.
  - I. Customer caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD (dark spot larger than 1/16 inch), or scratched/defaced/altered plastics.
  - J. Mirror damage including scratches, blemishes or any marring after the 30-day inspection period.
  - K. No Technical Fault Found returns
4. Planar only ships advanced replacement Products within the contiguous 48 United States. For defective Products outside the contiguous 48 United States, all costs of returning defective Products to Planar are the responsibility of the Customer. Planar will repair or replace with a similar new or refurbished Product and return to Customer at Planar's expense.
5. Removal, installation, and set-up service charges.
6. A valid credit card is required to obtain Advance Replacement service within the contiguous 48 United States. If the customer is unable to provide a valid credit card, Planar will provide Return and Replace or Return and Repair service, as Planar deems appropriate to the circumstances. All warranty service outside of the USA or Canada will receive the Return and Replace service. Return and Replace service requires that the customer ship the defective Product to the authorized Planar repair depot. Upon receipt of the defective Product, that Planar deems to meet warranty requirements, Planar Customer Service will send a replacement to the customer. (See Warranty Exclusions above for those instances deemed invalid.)
7. Any Planar display product used as a component in another different Planar product.

## Customer First™ Replacement Guidelines

Contact Planar's customer service (toll free) at **1-866-PLANAR-1 (1-866-752-6271)**. The customer 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 fix the issue to your satisfaction, a return material authorization (RMA) number will be issued. Under our Customer First™ Warranty program, Planar ships the customer a replacement product first, using 2-day shipping. A major credit card is required in order to secure the value of the replacement unit being shipped and the prompt return of the original Product



After receiving the replacement Product, the customer will have 14 calendar days from the date of receipt of the replacement Product, to return the defective, authorized RMA Product to the Planar authorized return facility.

1. Unpack the replacement Product and inspect for any problems.
2. Assemble the replacement Product referring to the assembly instructions.
3. Disassemble the defective Product to prepare the system for shipping. Place the defective Product components, along with power supplies, cords, etc. back in the box in which the replacement Product was shipped.

Attach the prepaid RMA return label, included with the replacement Product.

Call the shipping pick-up number provided with the replacement Product for package pick-up, or drop it at your local UPS location. For door-to-door pickup UPS may charge you a pickup fee.

If Planar receives the defective Product within the 14-day timeframe, in good condition, with all components, the customer's credit card will not be charged.

It is the responsibility of the customer to properly package the Product (and plugs, all cables, power supply, remote control, etc.) and ship it to the address provided by the technical service & support representative with the RMA number prominently displayed. If the Product is not properly packaged by customer and is damaged in transit during its return to Planar, depending on method used, the customer's credit card will be charged for either the repair costs, if repairable, or the price of a replacement Product.

The replacement Product will assume the remainder of your original Product's warranty or 90 days, whichever is greater. The Customer agrees to retain the replacement Product and that the Customer's non-working Product becomes the property of Planar.

If a customer needs to replace the mirror component after the 30-day warranty period has expired, the customer can request to purchase a replacement mirror from Planar Customer Service. Please call Planar Customer Service at **1-866-PLANAR-1 (1-866-752-6271)**.

For additional information or the name of the nearest Planar service center, contact your Planar dealer or call Planar (toll free) at **1-866-PLANAR1 (1-866-752-6271)** or email us at [PlanarSupport@Planar.com](mailto:PlanarSupport@Planar.com). **Contact Planar for out-of warranty options as available.**

## Sales Inside the U.S.A. and Canada

For information on warranty service, call Planar customer service toll-free in the U.S.A. or Canada: 1-866-PLANAR-1 (1-866-752-6271) or email Planar at [PlanarSupport@Planar.com](mailto:PlanarSupport@Planar.com).

## Sales Outside the U.S.A. and Canada

For Planar Products sold outside the U.S.A. and Canada, contact your Planar dealer or Planar for warranty information and service. You can contact Planar directly at (+358.9.42.001).

## 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 ONE OF THE FOLLOWING REMEDIES: (1) REPAIR OR REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT OR (2) REFUND OF THE LESSER OF A PRORATA SHARE OF THE CURRENT MARKET PRICE AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD OR



THE DEPRECIATED VALUE OF THE PRODUCT BASED ON THE PURCHASE PRICE IF REPAIR OR REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE. THE REMEDY CHOSEN WILL BE IN GOOD FAITH AND AT THE DISCRETION OF PLANAR. 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, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.
  
4. ANY VERBAL WARRANTY ASSURANCES MADE BY A PLANAR EMPLOYEE OR A PLANAR AUTHORIZED RESELLER THAT CONFLICTS 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.

California residents are subject to an Electronic Waste Recovery Act Fee for some service offerings.