

**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 PD Line Displays Customer First™ 2-Year Warranty

All Planar® PD Line Display products (Product) feature a 2-year warranty including a 2 year Advance Replacement and 2-year parts and labor, limited-warranty within the United States of America and the European Union.

### Warranty Coverage

Planar warrants its products to be free from defects in material and workmanship during the warranty period. 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, replace or repair the Product with a similar new or refurbished Product or refund a prorata share as determined by the remainder of the warranty period of the then current MSRP of a similar product, if replacement or repair of the Product is not commercially feasible.

Planar does not accept any returns of used or opened product for reasons other than defects.

### Length of Warranty

Planar PD Display products are warranted for 2-years from the date of purchase. All accessories, which includes, but is not limited to, cables, remotes, and other peripherals included with the Product, are warranted for ninety (90) days. Warranty begins upon date of shipment of Product. Warranty valid for the following product lines: PD420, PD470.

### Who the Warranty Protects

This warranty is valid only for the first consumer purchaser. Customer may be required to provide evidence of proof of purchase.

### Warranty Exclusions

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

1. Planar is unable to deliver to PO Box and FPO Box addresses.
2. Any Product, on which the serial number has been defaced, modified or removed.
3. Rental costs incurred by Customer 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. 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.
  - I. Customer caused defects, including but not limited to, scratched/defaced/altered plastics.
  - J. Failure to follow maintenance procedures as outlined in the Product's user guide where a schedule is specified for regular cleaning of the Product.
  - K. Opening the Product and/or tampering with internal circuitry.
  - L. Products lost, stolen or discarded by Customer.
  - M. 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.
  - N. Failure to follow maintenance procedures as outlined in the Product's user guide where a schedule is specified for regular maintenance of the Product.
  - O. Any other cause, which does not relate to a Product defect.
5. Removal, installation, and set-up service charges.
6. A valid credit card or P.O. is required to obtain the Advance Replacement service within the United States of America. If the Customer is 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.

## Miscellaneous Return Issues

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 the Customer credit card or account 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 Customer's credit card for for \$195.00
4. It is the responsibility of the Customer 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 by Customer and is damaged in transit during its return to Planar, depending on method used, the Customer's credit card or account may be charged for either the repair costs, if repairable, or the MSRP of a replacement Product.
5. The customer is responsible for having someone available to receive the unit from the shipping company.
6. The replacement Product will assume the remainder of your original Product's warranty or 90 days, whichever is longer.
7. Replacement accessories will assume the remainder of the original 90 day warranty or 30 days, whichever is longer.
8. The Customer agrees to retain the replacement Product and that the Customer's defective Product becomes the property of Planar.

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)** (toll free) or at (1-503-748-1100) or email us at [Support@Planar.com](mailto:Support@Planar.com).



## All Countries outside the U.S. and E.U. Countries Warranty

See Planar PD Line Displays Customer First™ 2-Year Warranty (Non-US) for all other countries.

### Customer First™ Replacement Guidelines

Contact Planar's customer service (toll free) at **1-866-PLANAR-1 (1-866-752-6271) or +1-503-748-5799**. 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 resolve the problem through troubleshooting, a return material authorization (RMA) number will be issued.

If it is within the 2-year warranty period, Planar will ship the Customer an Advance Replacement Product. A valid credit card or P.O. is required to obtain the Advance Replacement service within the United States and European Union. If the Customer is unable or unwilling to provide a financial responsibility, Planar will provide Return and Replace or Return and Repair service, as Planar deems appropriate to the circumstances.

Customer will receive an Advance Replacement Product which will consist of a Display. The Advance Replacement will not include any other accessories as defined in the Length of Warranty section. The customer is responsible for having someone available to receive the unit from the shipping company.

After receiving the Advance Replacement Product, the Customer will have 14 calendar days from the date of receipt of the Replacement, to return the defective Product to the Planar authorized return facility. The Customer 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 mentioned in the Length of Warranty section) that are returned with the defective Product.
3. Attach the prepaid RMA return label, 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 Customer is responsible. If another carrier is used other than the prescribed carrier, the Customer is responsible for the shipping cost incurred when returning the defective Product.
5. All defective Product returns are to be sent by ground transportation. Customer is responsible for excess charges for any other method of return.

If Planar receives the defective Product within the 14-day timeframe, in good condition, the Customer's credit card or Planar account will not be charged. If the defective Product is received beyond the 14-day timeframe, the Customer's credit card or Planar account will be charged an amount equal to the current MSRP of the Product.



## Extended Warranty Options

Contact Planar for information on extended warranty options at our website :

[http://www.planar.com/support/warranty/service\\_plans](http://www.planar.com/support/warranty/service_plans) or call us at 1-877-MPLANAR (1-877-675-2627) or email us at [premiumservices@Planar.com](mailto:premiumservices@Planar.com).

## 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) 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 REPAIR OR REPLACEMENT OR REPAIR 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 THE 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.