



Planar Customer First™ 2-Year Limited Warranty

All Planar® Xscreen displays (60", 70", 80" and 100") feature a 2-year warranty. Our high level of support minimizes downtime and underscores our commitment to customer satisfaction.

Xscreen:

For any defective product, if purchased directly from Planar or you are an authorized Planar dealer, distributor, or reseller in the United States and the product was installed and operated according to operating instructions enclosed with the unit, Planar will issue a credit of the current market price for the product during the 24 month warranty period from the date of purchase. No shipping hassles involved.

If you are the end customer and have purchased the Xscreen through a distributor or reseller, please contact the distributor or reseller.

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 and after adequate documentation provided by the customer, issue a credit of the then current market price.

Length of Warranty

Planar Xscreen products are warranted for 2-year credit warranty. The warranty begins upon date of shipment of the Product. Warranty valid for the Xscreen display only.

Who the Warranty Protects

This warranty is valid only for the first purchaser from Planar directly.

Warranty Exclusions

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. 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 glass surface, scratched glass surface, blemished glass surface, or scratched/defaced/altered plastics.
4. Planar only issues a credit to the original purchaser of the product. The purchaser must provide a purchase order or invoice and/or installation records and digital photos to show proof of manufacturing defect.
5. Removal, installation, and set-up service charges.
6. Any Planar display product used as a component in another different Planar product.
7. Any product disposal or fees associated with product disposal.

Warranty Support Guidelines

If you have purchased the Xscreen display through a distributor or reseller, please contact the distributor or reseller. They will handle the repair, replacement, or credit per their policy.

If you are an authorized Planar distributor or reseller in the U.S. or North America (and you purchased the product from Planar), please contact us at PlanarSupport@Planar.com, via the web at (<http://www.planar.com/support>), or call Planar customer service at (toll free) 1-866-PLANAR-1 (1-866-752-6271) or (1-503.748.1100). If you are a distributor or reseller outside the North America, please call (+358 9 420 01 or faxed at +358 9 420 0200) in Europe for product service.

To obtain a credit, you must provide:

1. Original proof of purchase
2. Installation records
3. Digital photos that adequately show the defect or shipping damage

Planar has the right to refuse to credit any customer who does not provide adequate documentation of the defect and/or for any disagreement on warranty liability or if Planar is not able to agree that any documentation provides proof of a product defect in the customer's purchased product being assessed.

The customer is responsible for any disposal of the defective product and any fees associated with product disposal. The customer is responsible for retaining the product for further evaluation until Planar has made a decision on the warranty liability for the product being assessed for credit warranty.

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 REFUND OR ISSUANCE OF A PLANAR CREDIT OF THE CURRENT MARKET PRICE AT PLANAR'S SOLE DISCRETION. 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.
5. ANY PRODUCT DISPOSAL OR FEES ASSOCIATED WITH DISPOSAL OF THE DEFECTIVE PRODUCT.

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.