CUSTOMERFIRST™ LIMITED WARRANTY: DESKTOP & TOUCH SCREEN MONITORS

This Planar™ CustomerFirst Limited Warranty ("Warranty") is offered by Planar Systems, Inc. ("Planar") concerning products listed in the ***Covered Products Table*** (referred to as a "Product" or plural, "Products"), subject to the terms and conditions of this Warranty statement. This Warranty applies to Products sold and installed in North America.

Planar CustomerFirst Limited Warranty

Planar warrants to the original end-user customer who purchased new Planar Products covered by this Warranty from Planar or from Planar's authorized dealer or distributor (such customer, "Customer" or "you") that, commencing from the date of Planar's initial shipment of the Product, the Product will be free from defects in material and workmanship for the specified period listed in the *Covered Products Table* (the "Warranty Period") under normal intended use and maintenance. This Warranty is personal to Customer and non-transferable.

Customer's sole and exclusive remedy under this Warranty will be, at Planar's determination, repair or replacement (or alternatively a pro-rated refund) of any Product according to the process described in this Warranty. Replacement parts or Product may be new or refurbished. If repair or replacement is determined by Planar not to be commercially feasible, Planar will refund a prorated share of the price at which Planar originally sold the Product. The prorated refund will be calculated based on the remainder of the Warranty Period of the Product and the price at which Planar sold the Product.

Any additional warranty specifications are detailed in the *Covered Products Table*.

Repair & Replacement

Upon Customer discovering a problem with a Product, which Customer believes may be covered by the present Warranty, the process below should be followed:

1. The Customer or its authorized dealer contacts Planar Technical Support via email or phone, see **Planar Contact Information** below.
2. You must have the model number, serial number and original proof-of-purchase available. Provide the serial number, product model number, purchase date, description of the problem and troubleshooting steps already attempted.
3. Planar Technical Support will attempt to correct any minor issues that might be causing the problem. If Customer contacts Planar Technical support via phone and Planar is unable to resolve the problem through troubleshooting, Planar Technical Support may issue a return material authorization ("RMA"). The applicable Product complaint will undergo preliminary evaluation and, if Planar determines the Product might qualify for replacement under this Warranty, then, at Planar's sole discretion, replacement may be sent to Customer before the potentially defective Product is returned to Planar ("Advance Replacement"). If you are in the contiguous US (excludes Alaska, Hawaii and US Territories), see "Advance Replacement" below. If you are outside the contiguous US, see "Return and Replace" below. Planar's decision to issue an RMA and/or provide Advance Replacement is not an admission that Customer's problem qualifies as a Product defect. Planar reserves the right, upon return of a Product from Customer, to reasonably determine that Customer's problem is not a defect in material or workmanship (e.g. for an NFF unit, defined below).
4. If Planar Technical Support issues an RMA, Customer will:
    a. Return Product with which Customer discovers a problem.
    b. Return Product to the repair location specified by the Planar Service Representative. Clearly mark the RMA number on the shipping box. Verify that the RMA number on the shipping box matches the RMA number for the problematic unit being returned.

    Customer is responsible for all shipping charges, including but not limited to freight charges, taxes, duties and insurance, related to sending the applicable part or Product to Planar. Planar will cover the costs for any return shipping of a part or Product pursuant to this Warranty if the following

criteria are satisfied: (a) the return shipping address is the same as the original Customer address (or is another mutually agreed address) and is located within the North America region, and (b) the return shipment is provided to the Customer by ground delivery or a lowest cost alternative in Planar's discretion.

5. **"Advance Replacement"** – Claim Procedure for Products located within the contiguous United States:

   If the part or Product with which Customer discovers a problem is reported to Planar within the Warranty Period, the Planar Technical Support has determined Advance Replacement is applicable, and a valid credit card is provided to ensure return of the part or Product with the problem, Planar will ship the Customer an Advance Replacement (no accessories included). If a credit card is not available, please see "Return and Replace" Claim Procedure for Products not located in the contiguous United States section for other options. Depending on Customer's location, it may take more than two (2) days for the replacement to arrive.

   Planar must receive the Product with the problem in otherwise good condition within fourteen (14) days following the delivery of the Advance Replacement to Customer. If the part or Product with the problem is not received by Planar within the 14-day timeframe, or if the warranty is voided due to any applicable warranty restriction, Customer's credit card will be charged for the current MSRP of the Product.

   a. The Product with the problem is to be returned in the box in which the Advance Replacement was shipped to the Customer, using the same packing materials.
   b. For displays 28" or smaller, call the shipping pick-up number provided with the Advance Replacement for package pick-up, or take to your local UPS drop-off location. For door-to-door pick-up, Customer is responsible if Planar's shipping provider charges a pick-up fee. Customer is responsible for any shipping costs incurred when returning the defective Product by any method other than Planar's shipping provider's ground service.
   c. For displays 32" or larger, call Planar Customer Service to schedule package pick-up from Planar's freight shipping provider. Customer is responsible for any shipping costs incurred when returning the Product with the problem by any method other than Planar's freight shipping provider.

6. **"Return and Replace**" – Claim Procedure for Products <u>not located</u> in the contiguous United States:

   a. If Customer is unable or unwilling to provide a valid credit card to use the Advance Replacement option, or if Customer is located outside of the contiguous U.S., Planar will provide ''Return and Replace'' service.
   b. After receiving an RMA from Planar Customer Service, return the Product with the problem with sufficient packing materials to prevent damage during shipment. Planar will charge Customer an amount not to exceed the current MSRP for the Product for any damage to the Product caused by shipping.
   c. Planar will pay for the shipment of the replacement Product to Customer.
   d. A replacement unit will be shipped out to Customer once Customer's problematic unit is received.

Warranty Restrictions

This Warranty does not include or is limited by the following:

1. Product not purchased from Planar or an authorized Planar distributor or dealer.
2. Product that has been resold, transferred, lost, stolen or discarded.
3. Product that is licensed or loaned for evaluation, testing, or demonstration purposes.
4. Product on which the serial number has been defaced, modified or removed.
5. Rental costs for temporary replacement products.
6. Any third party software or accessory malfunction. For example, Android Package files (APK)'s installed by the user and Google Play are not supported by Planar and may lead to a non-warranted malfunction.

7. Any complimentary spare parts provided at no cost to the Customer.
8. Labor or travel costs for installation, set-up, repair, adjustment to display settings, removal, reinstallation or other services.
9. Bright or dark sub pixels that are characteristic of LCD technology and are within Planar's manufacturing specifications.
10. Damage, deterioration or malfunction resulting from:
    a. Accident, abuse, misuse, neglect, improper ventilation & cooling, adverse environment (e.g., dust), fire, water, lightning or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (if applicable, including use of an unauthorized mount), failure to follow instructions supplied with the Product, or operating the Product outside the suggested normal usage conditions stated in the User Guide.
    b. Installation, removal, disassembly, reassembly, upgrade, repair or attempted repair by anyone other than Planar or their affiliates. Use of supplies or parts not meeting Product's specifications. Opening of the chassis by untrained personnel, tampering with internal circuitry or removing or replacing any internal components or parts of the Product.
    c. Any damage to the Product during or due to shipment.
    d. Any damage or wear and tear caused by the Customer's rental, lease, disassembly, reassembly, and transportation of a Product.
    e. Normal wear and tear.
    f. Causes external to the product, such as electric power fluctuations or failure.
    g. Customer caused defects, including but not limited to: (i) misuse or damage to drivers, disks or connectors, or software corruption; (ii) scratched/defaced/altered plastics or glass; or (iii) failure to follow maintenance procedures as outlined in the Product's User Guide.
    h. Temporary image retention as a result of displaying a static image for long periods of time.
    i. Any other cause not related to a defect in material or workmanship. Damage or outage of select pixels may not rise to the level of a defect in materials or workmanship. Any such determination will be in Planar's sole discretion, as will Planar's corresponding determination, in the event of a warranty-level defect, of whether to provide repair, replacement or pro-rated refund.

Miscellaneous Return Issues

1. Except for few exceptions, Planar will not accept returned Product unless the RMA number issued by Customer Service is shown on the outside of the box.
2. If a part or Product is returned and is determined to be a No Fault Found ("NFF") unit or the part or Product is returned and determined to be excluded from this Warranty, Planar reserves the right to charge Customer's credit card for any costs incurred by Planar.
3. 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 and is damaged in transit during its return to Planar or the designated return location, the Customer may be charged for either the repair costs, if repairable, or the MSRP of a replacement product.
4. Shipment delivery time and availability may vary based on origin and destination. Planar is unable to deliver to PO Box and APO/FPO Box addresses.
5. Replacement parts or Product will resume the remainder of the original Product's Warranty Period or ninety (90) days from the date of shipment, whichever is longer.
6. Customer agrees to retain the replacement part or Product delivered by Planar or its affiliate and that the returned defective part or Product becomes the property of Planar.

Planar Contact Information

Regions	Expanded Product Service Plans and Professional Service Options	Technical Support and Warranty Questions
North America	Call: +1 855-748-8199 Toll free: 1-866-PLANAR-1 (1 866 752 6271) Email: sales@planar.com	Call: +1 503 -748 -5799 Toll free: 1-866-PLANAR-1 Email: support@planar.com

For additional information or the name of the nearest Planar service center, visit www.planar.com/support or contact your Planar distributor, reseller, dealer or contact Planar directly.

Exclusion of Other Warranties

PLANAR PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED IN THIS DOCUMENT. PLANAR EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES AND CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF TITLE, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

PLANAR WILL NOT BE LIABLE FOR ANY VERBAL OR WRITTEN WARRANTIES OR ASSURANCES MADE BY A PLANAR EMPLOYEE OR AUTHORIZED PLANAR DEALER/DISTRIBUTOR THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY IN THIS DOCUMENT.

Limitation of Liability; Exclusion of Damages

PLANAR'S MAXIMUM AGGREGATE LIABILITY UNDER THIS WARRANTY IS LIMITED TO ONE OF THE FOLLOWING REMEDIES: (1) REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT, OR (2) REFUND OF A PRORATED SHARE OF THE PRICE PLANAR SOLD THE PRODUCT IF REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALLY FEASIBLE IN PLANAR'S SOLE OPINION.

PLANAR WILL NOT BE LIABLE FOR DAMAGE TO OTHER PROPERTY OR FOR DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, ANY LOSS, CORRUPTION OR MISUSE OF DATA OR OTHER INFORMATION, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL OR FINANCIAL LOSS, EVEN IF PLANAR IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY HAS FAILED OF ITS ESSENTIAL PURPOSE.

PLANAR WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE OR ANY OTHER TYPE OF DAMAGES, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, PRODUCT LIABILITY, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY.

PLANAR WILL NOT BE LIABLE FOR ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY. PLANAR DISCLAIMS ALL LIABILITY UNDER THIS WARRANTY. NOTHING IN THIS WARRANTY LIMITS OR EXCLUDES ANY LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW.

Effect of Local Law and Warranty Revisions

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

This Warranty applies only to Products purchased on or after the effective date of this Warranty. Planar reserves the right to change the terms of this Warranty. Such changes will apply to Products purchased on or after the effective date of the revised warranty.

PLANAR
CUSTOMERFIRST LIMITED WARRANTY

COVERED PRODUCTS TABLE

PRODUCTS **WARRANTY PERIOD: 3 YEARS**		
Nexa™ Series	PN Series	PX Series
PCT Series	PT Series	PZ Series
PL Series	PV Series	Vita™ Series
Note: **Exceptions** of certain Products from the Series above are noted below.		
WARRANTY PERIOD: 90 DAYS		
Series	**Product Number**	**Product Name**
PL Series	997-6498-00	PL2210W
PLL Series	997-5956-00	PLL1920M
PLL Series	997-6871-00	PLL2410W
PLL Series	997-6956-00	PLL1912M
PLL Series	997-7305-00	PLL2010MW
PLN Series	997-8371-00	PLN2770W
PT Series	997-3981-00	PT1500MX-BK
PT Series	997-4158-01	PT1700MX-BK
PT Series	997-5969-00	PT1745R-BK
PT Series	997-7454-00	PT1745R-WH
PXL Series	997-7346-00	PXL2470MW
PXL Series	997-7847-00	PXL2271MW
PXL Series	997-8001-00	PXL2270MW
PXL Series	997-8265-00	PXL2470MW-WH
PXN Series	997-8227-01	PXN2470MW