

# ViewSonic® Products Limited Warranty



## Effect of state law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states 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.

## Please record Product details & keep original purchase docket:

Model:	
Serial Number:	
Date of purchase/Docket No:	
Place of Purchase:	Name: Address: Tel:

This document describes the warranty terms for all ViewSonic products sold **Australia & New Zealand**.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## What the warranty covers:

ViewSonic 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, ViewSonic will, at its sole option, repair or replace the product with a similar product. Replacement products or parts may include remanufactured or refurbished parts or components.

## How long the warranty is effective:

1. ViewSonic LCD Monitor products are warranted for three (3) years.
2. ViewSonic LCD Commercial Display products are warranted for three (3) years.
3. ViewSonic Eposter products are warranted for three (3) years.
4. ViewSonic Projector products are warranted for three (3) years. But original lamps of Projector products are warranted for one (1) year or 1000 labour hours which even come 1st.
5. ViewSonic LED Projector products are warranted for three (3) years. But LED light source of LED Projector products are warranted for two (2) years.
6. ViewSonic Network Media Player products, Slot In PC, and Optional Digital Signage Accessories such as stands are warranted for one (1) year.
7. ViewSonic Smart Display products are warranted for one (1) year.

LCD monitors & Projectors are covered by Australia & New Zealand wide 3 years on-site pick up and return service. Commercial Display is Covered by a comprehensive ViewSonic limited Warranty, including 3 years onsite swap or repair. All other products and accessories including ViewSonic Smart Display, Slot In PC, and Digital Signage Accessories is covered by one year on-site pick-up & return limited warranty. Unit must be packed well and safe during transportation, preferable in its original packaging. All other products and accessories are covered by carry-in / return to base service. Upon received, the product will either be repaired or replaced with like to like model. Pixels failure are subject to the ViewSonic LCD pixel criteria at: <http://www.viewsonic.com.au/support/>

### **Who the warranty protects**

This warranty is valid to the original purchaser only.

### **What the warranty protects**

This warranty is valid only for the ViewSonic Products distributed by authorized dealer(s) in Australia and New Zealand. Please contact ViewSonic Australia for warranty information and service:

- ViewSonic Australia Pty Ltd at Suite 702, level 7, 11 Help St, Chatswood, NSW 2067, Australia.
- E-Mail Support: [service@au.viewsonic.com](mailto:service@au.viewsonic.com)
- Australia Customer Service Ph: 1800 880 818
- New Zealand Customer Service Ph: 0800 008 822

### **What the warranty does not cover**

1. Any product on which the serial number has been defaced, modified or removed.
2. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, of failure to follow instructions supplied with the product.
3. Repair of attempted repair by anyone not authorized by ViewSonic.
4. Damage to or loss of any programs, data or removable storage media.

5. Software problem.
6. Data loss occurring during repair or replacement.
7. Any damage of the product due to shipment.
8. Removal or installation of the product.
9. External causes, such as electric power fluctuations or failure.
10. Use of supplies or parts not meeting ViewSonic's specifications.
11. Normal wear and tear.
12. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
13. Any other cause which does not relate to a product defect.
14. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image bum-in).

### **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**

VIEWSONIC'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. VIEWSONIC SHALL NOT BE LIABLE FOR:

- 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.
- ANY OTHER DAMAGES WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
- ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.