



# Refurbished Limited Warranty

## ViewSonic® Refurbish Limited Warranty

(Models. U.S.A. and Canada Only)

### 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 Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. ViewSonic provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty does not cover" section)

ViewSonic Refurbished Products are categorized as

### "B" Grade

- Channel or End User returned products that may have required repair work.
- "Like-New" screen performance
- Follows same Pixel Policy as New product
- No scratches on screen
- Minor cosmetic appearance
- Possible minor scratches on inconspicuous housing areas
- Possible faint scratches on high-gloss surfaces
- Packaging in either original or generic box. Identified with a "B" on the UPC label

### "C" Grade

- Channel or End User returned products that may have required repair work.
- May qualify due to 1 or a combination of the following reasons
  - Less than optimal screen performance.
  - Pixel defect may exceed standard pixel policy
  - Scratches and dents to housing (front and back covers) and bases.
  - Scratches on screen. Slightly visible when image is displayed.
  - Non-uniform painted surfaces.
  - Missing non-functional part such as rear cable clip and cable covers.
- Packaging in either original or generic box. Identified with a "C".

**Note: Accessories may vary from each individual Refurbished SKU**

## How long the warranty is effective:

**“B” Grade Product:** All ViewSonic Products (unless otherwise specified)

The shorter of: (A) Ninety (90) day limited warranty on parts and labor from the Date of Consumer Original Purchase; or (B) One Hundred Eighty (180) days on parts and labor from the Date of Shipment from ViewSonic’s Warehouse.

**“B” Grade Product: Large Format Displays, ViewBoard Interactive Flat Panel Displays, Digital Kiosks and Billboards (ePosters), and Slot-in PCs and Media Players**

The shorter of: (A) Thirty (30) day limited warranty on parts and labor from the Date of Consumer Original Purchase; or (B) One Hundred Eighty (180) days on parts and labor from the Date of Shipment from ViewSonic’s Warehouse.

## “C” Grade Product

All ViewSonic Products

Fourteen (14) day DOA coverage from the date of shipment from ViewSonic’s warehouse. No additional warranty is included beyond the fourteen (14) day DOA period.

## Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

## What the warranty does not cover:

- Any product on which the serial number has been defaced, modified or removed.
- 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 ViewSonic.
  - c) Damage to or loss of any programs, data or removable storage media.
  - d) Software or data loss occurring during repair or replacement.
  - e) Any damage of the product due to shipment.
  - f) Removal or installation of the product.
  - g) Causes external to the product, such as electric power fluctuations or failure.
  - h) Use of supplies or parts not meeting ViewSonic's specifications.
  - i) Normal wear and tear.
  - j) Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
  - k) Any other cause which does not relate to a product defect.
  - l) Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
  - m) Software - Any third-party software included with the product or installed by the customer.
  - n) Hardware/Accessories/Parts/Components - Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
  - o) Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
  - p) The Product sold and labeled as “AS IS”, “WITH ALL FAULTS” or similar disclaimer, including replacement of missing parts or accessories from those sales, or purchased through an unauthorized online seller.
- Removal, installation, and set-up service charges, including wall-mounting of product.

## How to obtain service:

- For general service support information, including download drivers, check RMA status, and FAQs, please visit us at <https://www.viewsonic.com/us/customer-service/>
- To obtain warranty service please start here: [www.viewsonic.com/csform](http://www.viewsonic.com/csform)

## Limitation of implied warranties:

TO THE EXTENT ALLOWED BY LOCAL LAW, THIS PRODUCT IS PROVIDED TO YOU "AS IS" WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. VIEWSONIC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT 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:

- 1) DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT,
- 2) DAMAGES BASED UPON INCONVENIENCE, LOST PROFIT, LOST DATA OR DOWNTIME COSTS, 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.
- 3) ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
- 4) ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

## Effect of local law:

This warranty gives you specific legal rights, and you may also 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.

## Sales outside the U.S.A. and Canada:

For ViewSonic products sold outside the U.S. and Canada, contact your ViewSonic dealer or your region for more warranty information and service for your country. Look up [our locations](#) here