

## Digital Projectors

### BenQ Projector Standard Limited Warranty

- Three (3) years from purchase date or 2920 HOURS within any 12-month period as follows (except for lamps and refurbished units as specified below):
- 1st year QXchange -- Advanced refurbishment replacement unit\*\* will be shipped via 48 hour courier by the following business day after an RMA number is issued for the first year. ( The only exception to the 48 hour rule is no deliveries on Saturdays, Sundays, or holidays and shipments to certain remote areas may be delayed due to the shipper's practices.)
- 2nd and 3rd year parts and labor.
- Lamp is 90 days or 500 hours, which ever comes first.
- **Refurbished units** carry a **ONE (1) YEAR** parts and labor warranty (QXchange).
- **Demo units or open boxes** carry **full 3-year** parts and labor warranty.
- BenQ will pay for both ways shipping in the first year. Each party will pay one way shipping freight after the first year during the warranty period.
- **DOA (Dead On Arrival): Must be reported within 30 business days of purchase.** A RMA number must be issued in order to process the replacement. BenQ will replace the DOA unit with a brand new replacement\*\*. BenQ will cover the freight charges both ways. The customer's credit card number must be obtained before a replacement is sent. BenQ will ship out an advance replacement once receiving the customer's credit card and charge the credit card the MSRP amount of the unit. An immediate credit to the credit card will be issued upon receipt of the faulty product.

\*\* (A new or refurbished replacement will be sent out to the customer, depending if the customer bought a new or refurbishment or based on stock availability.)

- **Damages: All shipping damages must be reported within 7 business days upon receipt of the product.** BenQ is not responsible for the shipping damages reported after such period. BenQ is not responsible for the shipping damages reported after such period.
- **All repaired or replaced parts or products shall be warranted only for the remainder of the original warranty period (hours) specified above.**