

## Mitsubishi Guarantee for Mitsubishi DLP rear projection products

### **MITSUBISHI'S STANDARD 12 MONTH GUARANTEE**

Mitsubishi Electric Europe B.V. UK branch ("Mitsubishi") guarantees to the original end user purchaser only that for a period of 12 months from date of purchase the Mitsubishi DLP Rear Projection Cube shall:

- Conform to Mitsubishi specification; and
- be free from defects in design, materials and workmanship;

Subject to the conditions set out below.

#### **Conditions:**

##### **1. Proof of Purchase**

Mitsubishi's guarantee is subject to you registering with Mitsubishi [**within 30 days of purchase**] to confirm the Mitsubishi DLP display serial number, date of purchase and address where you use the display. Please complete the registration card enclosed with your purchase or register on-line at: [www.mitsubishielectric.co.uk/vis](http://www.mitsubishielectric.co.uk/vis)

##### **2. No guarantee roll-over**

Any valid guarantee claim or guarantee service by Mitsubishi does not extend the original period of this Standard Guarantee.

##### **3. Territorial scope**

This guarantee is valid only in the European Union/European Economic Area.

##### **4. Guarantee services**

- 4.1 **Repair:** Mitsubishi's guarantee obligations are to repair the Mitsubishi DLP display so that it conforms to specification. Mitsubishi bears all costs of replacement parts and labour for guarantee repairs. Mitsubishi shall take ownership of all replaced parts.
- 4.2 **Replacement:** Mitsubishi shall also have discretion to replace the DLP display with an equivalent model where the DLP display is deemed by Mitsubishi to be beyond economic repair. If an equivalent model is not available then Mitsubishi may replace using a higher value or higher specification model.
- 4.3 No loan exchange service is offered as part of this Standard Guarantee.
- 4.4 Mitsubishi reserves the right to conduct servicing through authorised Mitsubishi Service Centres.
- 4.5 **Return to base services:** Mitsubishi does not conduct on-site guarantee servicing or on-site installation services.
- 4.6 **Packaging:** You are responsible for packaging the Mitsubishi DLP display for collection or shipping to Mitsubishi. You are recommended to use the original packaging or equally robust carton and to use a protective internal filling. Any product shipped to Mitsubishi by you is at your risk; Mitsubishi may reject any guarantee claim where the product shipped by you appears to have suffered transit damage through inadequate packaging or otherwise and may levy a standard rate charge for packaging the product for return delivery where Mitsubishi reasonably considers your packaging is inadequate for return transit.
- 4.7 **Determination of claim:** Mitsubishi shall make final determination as to the validity of any guarantee claim.

For any “No Fault Found” or other claim rejected when Mitsubishi or its nominated Service Centre inspects the Mitsubishi DLP display, Mitsubishi shall be entitled to charge all reasonable costs of inspection. In such case, Mitsubishi shall hold a lien over the DLP display pending full payment of monies due.

## **5. Exclusions:**

### **5.1 Mitsubishi’s guarantee does not cover:**

- defects, loss or damage arising from non-compliance with Mitsubishi’s instructions for installation and use;
- any defect or non-conformity where not due to Mitsubishi’s negligence and where caused by mis-application, mis-use, accidental damage, impact damage, user neglect, unapproved alteration or modification, failure to use for normal purposes, improper servicing or repair by the user or any third party service provider (other than a nominated Mitsubishi Service Centre conducting guarantee services), normal wear and tear to the DLP display;
- any defect or non-conformity caused due to circumstances beyond Mitsubishi’s reasonable control such as fire, flood, earthquake, war riot, civil commotion, malicious damage, compliance with government order, strike or labour dispute.
- any defect or non-conformity due to use or storage in adverse environmental operating conditions (including excessive humidity, temperature variation and/or water ingress, excessive smoke or dust);
- loss or damage caused by failure or surge of electrical power or incorrect voltage supply or by electromagnetic fields;
- any cosmetic damage;
- “No Fault Found”, where inspection discloses no fault or causation of fault is attributable to matters outside scope of Mitsubishi’s guarantee.
- Any DLP display which is subject to any lease or contract of hire from a third party.

### **5.2 Mitsubishi and its nominated Service Centre partner shall not be liable by this Standard Guarantee for:**

- any consequential loss, loss of profits, revenues or receipts howsoever arising from any non-conformity or defect affecting the Mitsubishi DLP display or from any delay in servicing and return of the DLP display;
- any loss or damage to any data;
- any delay in conduct of services or supply of parts and/or consumables required to rectify the non-conformity or defect (provided Mitsubishi will use all reasonable efforts to ensure services are performed on a timely basis);
- any delay caused by any matter beyond Mitsubishi’s or service partner’s reasonable control.

5.3 Where you are using the product under any lease or contract of hire, you should contact your lessor or hiror directly for assistance. In the event that you attempt to make a claim under this guarantee, you agree to INDEMNIFY and HOLD HARMLESS Mitsubishi from and against any and all claims or actions by the lessor or hiror (and for any loss, damage, expense or inconvenience suffered thereby) as a result of violation of the terms of your lease or contract of hire.

6. **Service Centre:** Mitsubishi shall be responsible for the acts or omissions of its nominated Service Centre partner, which is a sub-contractor to Mitsubishi.

7. **No assignment:** This Standard Guarantee is not assignable or transferable without the express prior written consent of Mitsubishi.

## **Claim Procedure**

### **1. First level response: remote telephone support**

Please telephone the Mitsubishi Helpdesk tel: 0870 606 5008 to register a claim, leaving a message if necessary. (If you are dialling from outside UK the number is (+44 870 606 5008). On a working day (Monday to Friday 9am – 5pm excluding public holidays in England) a

Mitsubishi engineer will endeavour to help guide you with any difficulties, or in the event that you have left a message call you back as soon as possible.

When calling be ready to confirm the following information:

- Model and serial number
- Your name as original end user purchaser
- Date of purchase
- Fault details
- Collection address and contact details

**2. What happens next**

Once the call is logged by Mitsubishi Electric or a nominated Service Centre and it is deemed that the unit needs to come back for inspection and repair, you will be issued with a 'job/reference number' which must be used when sending back the DLP display and on all correspondence. Once received Mitsubishi Electric or its nominated Service Centre will aim to either rectify the fault or replace the unit within 10 working days (subject to availability) and arrange the return of your unit (at Mitsubishi's cost only where located at a UK mainland address).

If the DLP display is found not to come under the guarantee terms the customer will be advised by Mitsubishi Electric or the nominated Service Centre, and advised of the cost implications for "No Fault Found" (see section 4.7 above).

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**THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.**

**THIS GUARANTEE DOES NOT AFFECT ANY LEGAL RIGHTS YOU MAY HAVE AS A CONSUMER UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING YOUR PURCHASE, HIRE OR LEASE OF THIS PRODUCT.**

**MITSUBISHI RESERVE THE RIGHT TO AMEND THE TERMS & CONDITIONS OF THIS WARRANTY WITHOUT PRIOR NOTICE; THE LATEST SET OF TERMS & CONDITIONS CAN BE FOUND AT [www.mitsubishielectric.co.uk/vis](http://www.mitsubishielectric.co.uk/vis)**

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Mitsubishi Helpdesk:

Tel: 0870 606 5008

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Mitsubishi Electric Europe B.V is a Netherlands limited liability company with a registered English branch  
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