

ONE-YEAR LIMITED WARRANTY ON PARTS AND LABOUR

Pursuant to the limited warranty of one year from the date of purchase for parts and labour, VISIONQUEST or its Authorized Service Centres will repair or replace at VISIONQUEST's sole discretion this VISIONQUEST TV free of charge if defective in material or workmanship as pertains to the warranty outlined below. This warranty applies only to the original purchaser, to products purchased from an authorized VISIONQUEST Canada or US reseller and used in the country of purchase. Any other service or parts is at the customer's expense. A copy of a valid dated bill or sales receipt with the purchase date, location, and retailer is required for any type of warranty service and will need to be provided to VISIONQUEST before any warranty service begins.

Labour

VISIONQUEST will provide service labour to repair manufacturing defects during the one year limited warranty period. For displays thirty-seven (37) inches and larger on-site repair may be offered based on the distance and availability of an authorized VISIONQUEST service centre. The determination for performing on-site repair is also dependent on the defect and is at VISIONQUEST's option and sole discretion. For displays less than thirty-seven (37) inches, service will be performed at an authorized service centre.

Parts

Parts used for repair may be new or re-certified. VISIONQUEST also has the option and sole discretion of replacing a defective unit with a new or re-certified unit of similar size and specification. VISIONQUEST will provide a warranty on replacement parts or replacement units for the remainder of the original warranty period, or for ninety (90) days from the date of repair or replacement, whichever is later.

How to Obtain Warranty Service

VISIONQUEST reserves the right to charge the customer for any service call for anything not covered by this limited warranty. Before contacting VISIONQUEST please review the user manual that came with your TV to avoid any delays, and/or service charges.

To obtain warranty service, please contact VISIONQUEST Technical Support by email to helpdesk@visionquestce.com, or by phone at 800-892-6373. You must provide the model, serial number, and date of purchase. VISIONQUEST Technical Support is available from 9:00AM to 5:00PM Eastern Standard Time, Monday through Friday. Please note that holiday hours may vary. For up to date contact information, please visit www.VISIONQUESTCE.com.

VISIONQUEST reserves the right to assess all warranty claims and to determine if defects or damages are covered by this limited warranty. In case of a claim that is not covered by this warranty, you will be contacted to determine whether VISIONQUEST should repair the damage for a fee or whether the product should be returned to you as received by the service technician or service center.

PLEASE DO NOT RETURN YOUR UNIT TO VISIONQUEST WITHOUT PRIOR AUTHORIZATION.

On-site Warranty Repair

On-Site Warranty Repair generally is performed on repairable displays which are 37 inches and larger and dependent on the availability and distance of an authorized repair center. A valid proof of purchase must be provided before any on-site warranty repair service can begin. On-site warranty repair is the option and to be authorized solely by VISIONQUEST. On-site repair service is provided by an authorized Service Centre, and any repairs or replacements are to be determined by the technician and VISIONQUEST. VISIONQUEST and its authorized technicians are not responsible for de-installation or re-installation of a product. The customer must provide a safe, non-threatening environment for the technician, and the product must be accessible for repair as determined by the technician to receive on-site repair. Due to the sensitive nature and availability of parts, the product may be brought to a repair centre for repair.

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Mail-in Warranty Repair

Mail-In Warranty Repair generally is performed on displays which are smaller than 37 inches or when on-site warranty service is not available as determined by VISIONQUEST. A return authorization, proof of purchase and instructions must be provided by VISIONQUEST before mail-in repair may be performed. A proof of purchase is also required to confirm eligibility of warranty on the product. The original carton box and packing material, or a suitable replacement must be used for shipping. The cost of shipping the product to VISIONQUEST and any other fees such as insurance or packing material are the sole responsibility of the customer. After the product is repaired or replaced according to the terms of the limited warranty, VISIONQUEST will ship the unit back to the customer at the expense of VISIONQUEST. VISIONQUEST is not responsible for the de-installation, re-installation or any damage incurred while shipping the product to VISIONQUEST.

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Pixel Defect Guarantee

VISIONQUEST allows for three (3) dark or six (6) bright pixel defects for the duration of the limited one year warranty on VISIONQUEST displays. A dark pixel is defined as a pixel or sub-pixel (R,G,B) stuck in the off position and appears black on a white background. A bright pixel is defined as a pixel or sub-pixel (R,G,B) stuck on and appears bright on a black background.

What's Not Covered

This limited warranty does NOT cover: cosmetic defects; maintenance; theft; exposure to weather, moisture and other environmental conditions; negligence, accidental or intentional physical damage, misuse, abuse, unauthorized repairs, improper installation; transportation damage; modifications; vandalism or tampering; unsatisfactory audio or video performance not caused by a manufacturing defect, burned phosphor or pixel burnout (according to the Pixel Defect Guarantee stated); lost parts or consumable goods. Products with altered or missing serial numbers are not covered by this limited warranty. Products used for commercial purposes, leased or rented, used by the public or in common areas are not covered by this warranty. Indirect, incidental or consequential damages including but not limited to loss of profits, down time, charges for time, fees for third parties are also not covered by this limited warranty.

VISIONQUEST DISCLAIMS ALL OTHER WARRANTIES EXPRESSED OR IMPLIED OTHER THAN THOSE LISTED OR DESCRIBED ABOVE INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED. VISIONQUEST SHALL NOT BE LIABLE FOR ANY LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, ALLEGED DAMAGED OR DEFECTIVE GOODS WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT. IF A PROVINCE OR STATE DOES NOT ALLOW LIMITATIONS OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

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

Warranty service conditions are subject to change. For the latest Warranty Terms and Conditions and additional information regarding VISIONQUEST's Limited Product Warranty, please see complete details online at www.VISIONQUESTCE.com.