

LCD, CRT monitor & AV - Box

Version 1.3 08/10/2007 - RJL

Your warranty :

1. Three years on-site exchange for LCD & CRT monitor ,two years carry-in exchange for AV-Box and one year carry-in exchange for all the accessories including Power adapter to be free from manufacturing defects and workmanship from the date of original purchase.
2. The warranty is calculated from the date the LCD, CRT monitor & AV –Box was purchased as a new product.
3. In the event that the purchased receipt is unable to produce, the warranty period for LCD & CRT monitor will be based on manufacturing date plus 3 months, 39 months in total. For AV – Box will be based on manufacturing date plus 1 months, 25 months in total
4. The exchange unit will be the same product specification as the original unit.
5. Exchange unit will be covered for the remaining period of the original warranty period, or for three months, whichever is greater.
6. If your BenQ LCD, CRT monitor or AV – Box develops a fault, please have the following information readily available when you call our service help line :
 - **Model Number**
 - **Serial Number (24 digits)**
 - **Purchase date from the purchase receipt**
 - **Fault of the LCD, CRT monitor or AV - Box**

Our operator will register your **call, name, address (street name, number, postal code & city) telephone number and e-mail address** then you will receive a **client number**. Please keep this number for your BenQ LCD, CRT monitor or AV – Box enquiry.

Technical Support Helpdesk : 0906 753 3443
RMA Helpdesk : 0207 216 0039

7. Our help line operates between the hours of 09:00 to 17:00 Monday to Friday. We are closed on bank or public holiday.
8. When your fault LCD, CRT monitor or AV - Box are being sent or exchanged, please adhere to the following guidelines:
 - Ensure the faulty unit is securely packed. This is to avoid any unforeseen shipping damage caused by improper packing.
 - For LCD monitor : Shall return the monitor base/ foot & optional DPF (Digital Photo Frame) device unit. The rest of the accessories : adapter, power cord, user manual shall be retained to use for the exchanged unit.
 - For CRT monitor : Shall NOT return the monitor base/ foot. The base and the rest of the accessories : adapter, power cord, user manual shall be retained to use for the exchanged unit.
 - For AV – Box : All the accessories remote control with battery & cable package shall be retained to use for the exchanged unit.
9. The standard BenQ warranty applies to the UK & Ireland mainlands, and the specific islands: Isle of Wight, Isle of Man, and Channel Islands only.
10. To find out the latest software please select Service & Support to download driver/firmware.
For technical information please go to Frequently Asked Questions (FAQ).

Conditions :

1. This warranty will be granted only when the original invoice or sales receipt (indicating the date of purchase and product type) is presented together with the defective product. BenQ reserves the right to reject free of charge warranty service if the above document cannot be presented or if the information contained in it is incomplete or illegible.
2. This warranty will not apply if the type or serial number on the product has been altered, deleted, removed or made illegible.
3. This warranty shall not apply to any failure or defect attributable to any external cause, accidental damage (for instance, cosmetic damage, scratches, crack, dented or broken), improper or incorrect installation of software, improper use, modification or neglect.
4. BenQ is relinquished of any liability for the loss of profit or consequential loss, loss of data, or the cost of software reconfiguration. This warranty does not apply to any software whatsoever.
5. This warranty does not affect your statutory rights.