

## Warranty & Return Policy

### PRODUCT

#### Limited Warranty

Optoma Technology, Inc / Optoma Technology (Canada), Inc (Collectively as “Optoma”) warrants its product to be free from defective materials and workmanship and agrees to remedy any such defect(s) by replacing any part, at its discretion, of the product within the Warranty Period providing that the product is used in accordance with the conditions and recommendations set out in the User Manual. Warranty Periods for different products are available at Optoma’s website. Warranty Periods can also be obtained from the Dealer / Reseller who sold the product to the End User.

This warranty does not extend to product which has been subjected to misuse, abuse, neglect, accident, fire, flood, physical damage, incorrect wiring, improper installation, unauthorized service, use in violation of instructions furnished by Optoma, or modification made to it by parties other than Optoma’s own service centers, its Dealers / Resellers or its Authorized Service Providers (Collectively as “Service Center”).

This warranty shall be deemed void if the serial number or other identification of the product has been defaced, damaged or removed.

Optoma guarantees the repaired product for a period of ninety (90) days after Optoma delivers the repaired product. Should the same fault occur in the same part of the repaired product due to a same root cause within the said ninety (90) day period, End User should request to return the faulty product in accordance with the Return Merchandise Authorization procedure below.

#### Return Merchandise Authorization (“RMA”) Procedure For Repair Service

If End User needs to return a defective product back to Service Center, End User must complete a RMA Request Form, which is available at <http://www.optomausa.com/us/tech-support/rma.aspx> and submit the completed RMA Request Form to Service Center.

Service Center will issue a RMA number in the event that the said RMA Request Form is completed and is in compliance with all the requirements; in particular, the RMA number must be clearly marked on the outside of the box. Service Center reserves the right to reject any returned product without an officially issued RMA number. RMA number issued by Service Center is only valid for thirty (30) days after the issuance by Service Center. This Warranty does not extend to any returned product with an out-of-date RMA number. Service Center reserves the right to return such product back to End User at End User’s cost.

#### Dead On Arrival (“DOA”) Product

Service Center will accept DOA product (substantial defect in the product) from End User subject to the fulfillment of the following conditions:

- The DOA product was purchased by End User within fourteen (14) days prior to the notification of the DOA product to Service Center.
- End User provides a valid proof of purchase.
- End User provides the serial number and defective symptoms on the Form, which must also include the RMA number provided by Service Center.
- The DOA product must be returned in its original packaging and accessories. Service Center may, at its sole discretion, either charge for any incomplete or damage returns at the prevailing price(s) or return the DOA product to End user at End User’s cost.
- There must be no stickers, marking or labeling on the carton box.

If the above conditions are fulfilled and the RMA procedure is complied with, Service Center will make reasonable endeavor to send a replacement product to End User.

If End User returns a product which is not a product of Optoma, Service Center shall, at its sole discretion, return the non-Optoma product to End User at End User’s cost.

In the event Service Center finds the returned product to be faultless, Optoma is entitled to charge End User the diagnose fee, handling fee and freight, and return the product back to End User at End User’s cost.

#### Product Defective Return

- If the product is defective within the Warranty Period, Service Center will repair it at no cost to End User. If Service Center is unable to repair the product, Optoma will replace it with a comparable refurbished product.
- For Service Center to accept the return of a defective product as a warranty repair, End User must have available the original purchase invoice and the serial number of the product, as well as being able to describe the symptom in order to obtain a RMA number from Service Center. End User must ensure that these details are available and on hand when contacting Service Center. The lack of any of the required details will render the defective product ineligible for a warranty repair. The defective product must be returned with suitable packaging at End User’s cost.
- In the event Service Center finds the returned product to be faultless, Optoma is entitled to charge End User the diagnose fee, handling fee and freight, and return the product back to End User at End User’s cost.

- For defective product that is outside the Warranty Period, an appropriate repair charge will be quoted to End User for authorization and payment. After repair, Service Center will send the repaired product within thirty (30) days, with its original accessories and packaging in the condition as received by Service Center.
- No repair within the Warranty Period or outside the Warranty Period shall include the replacement of the lamp. Replacement lamp is subject to an appropriate payment to Service Center.

## ACCESSORY

### Limited Warranty

Optoma warrants its accessories of the product ("Accessory") such as remote controls, carrying cases, cables, lenses and mounts, against defects in material and workmanship if used in accordance with the conditions and recommendations set out in the User Manual. Warranty Periods for different Accessory are available at Optoma's website.. If Accessory becomes defective within the Warranty Period, Optoma will, at its discretion, repair or replace the defective Accessory with new, reconditioned, or re-manufactured one.

This warranty does not extend to Accessory which has been subjected to misuse, abuse, neglect, accident, fire, flood, physical damage, incorrect wiring, improper installation, unauthorized service, use in violation of instructions furnished by Optoma, or modification made to it by parties other than Optoma's own service centers or its Authorized Service Providers (Collectively as "Service Center").

This warranty shall be deemed void if the serial number (not applicable to certain accessories) or other identification of the Accessory has been defaced, damaged or removed.

Optoma guarantees the repaired/replaced Accessory for a period of thirty (30) days after Optoma delivers the repaired/replaced Accessory. Should the same fault occur in the same part of the repaired/replaced Accessory due to a same root cause within said thirty (30) day period, End User should request to return the faulty Accessory in accordance with the Return Merchandise Authorization procedure below.

### Return Merchandise Authorization (RMA) Procedure For Repair Service

If End User needs to return a defective Accessory back to Service Center, End User must complete a RMA Request Form, which is available at <http://www.optomausa.com/us/tech-support/rma.aspx> and submit the completed RMA Request Form to Service Center.

Service Center will issue a RMA number in the event that the said RMA Request Form is completed and is in compliance with all the requirements; in particular, the RMA number must be clearly marked on the outside of the box. Service Center reserves the right to reject any returned Accessory without an officially issued RMA number. RMA number issued by Service Center is only valid for thirty (30) days after the issuance by Service Center. This Warranty does not extend to any returned Accessory with an out-of-date RMA number. Service Center reserves the right to return such Accessory back to End User at End User's cost.

### Accessory Defective Return

- If the Accessory is defective within the Warranty Period, Service Center will repair it at no cost to End User. If Service Center is unable to repair the Accessory, Optoma will replace it with a comparable refurbished Accessory with no cost to End User.
- For Service Center to accept the return of a defective Accessory, End User must have available the original purchase invoice and the serial number (not applicable to certain Accessory) of the Accessory, as well as being able to describe the symptom in order to obtain a RMA number from Service Center. End User must ensure that these details are available and on hand when contacting Service Center. The lack of any of the required details will render the defective Accessory ineligible for a warranty repair. The defective Accessory must be returned with suitable packaging at End User's cost.
- In the event Service Center finds the returned Accessory to be faultless, Optoma is entitled to charge End User the diagnose fee, handling fee and freight, and return the Accessory back to End User at End User's cost.
- For defective Accessory that is outside the Warranty Period, an appropriate repair charge will be quoted to End User for authorization and payment. After repair, Service Center will send the repaired Accessory within thirty (30) days, with its packaging in the condition as received by Service Center. Alternatively, if Service Center is unable to repair the defective Accessory, an appropriate replacement cost will be quoted to End User for Authorization and payment.

## LAMP

### Limited Warranty

Optoma warrants its lamp of the product against defects in material and workmanship if used in accordance with the conditions and recommendations set out in the User Manual. Warranty Periods for different lamps are available at Optoma's website. If lamp becomes defective within the Warranty Period, Optoma will, at its discretion, replace the defective lamp with new, reconditioned, or re-manufactured one.

This warranty does not extend to lamp which has been subjected to misuse, abuse, neglect, accident, fire, flood, physical damage, incorrect wiring, improper installation, unauthorized service, use in violation of instructions furnished by Optoma, or modification made to it by parties other than Optoma's own service centers or its Authorized Service Provider (Collectively as "Service Center").

Optoma guarantees the replaced lamp for a period of thirty (30) days after Optoma delivers the replaced lamp. Should the fault occur in the replaced lamp within said thirty (30) day period, End User should request to return the faulty lamp in accordance with the Return Merchandise Authorization procedure below.

## Return Merchandise Authorization (RMA) Procedure For Replacement Service

If End User needs to return a defective lamp back to Service Center, End User must complete a RMA Request Form, which is available at <http://www.optomausa.com/us/tech-support/rma.aspx> and submit the completed RMA Request Form to Service Center.

Service Center will issue a RMA number in the event that the said RMA Request Form is completed and is in compliance with all the requirements; in particular, the RMA number must be clearly marked on the outside of the box. Service Center reserves the right to reject any returned lamp without an officially issued RMA number. RMA number issued by Service Center is only valid for thirty (30) days after the issuance by Service Center. This Warranty does not extend to any returned lamp with an out-of-date RMA number. Service Center reserves the right to return such lamp back to End User at End User's cost.

## Lamp Defective Return

- If the lamp is defective within the Warranty Period, Service Center will replace it at no cost to End User with a new, reconditioned, or re-manufactured one.
- For Service Center to accept the return of a defective lamp, End User must have available the original purchase invoice and describe the symptom in order to obtain a RMA number from Service Center. End User must ensure that these details are available and on hand when contacting Service Center. The lack of any of the required details will render the defective lamp ineligible for a warranty replacement. The defective lamp must be returned with its original packaging at End User's cost.
- Under no circumstances will a credit note be issued for any defective lamp.
- In the event Service Center finds the returned lamp to be faultless, Optoma is entitled to charge End User the diagnose fee, handling fee and freight, and return the lamp back to End User at End User's cost.
- For defective lamp that is outside the Warranty Period, an appropriate replacement cost will be quoted to End User for authorization and payment.

## SCREEN

### Limited Warranty

Optoma warrants its screen against defects in material and workmanship if used in accordance with the conditions and recommendations set out in the User Manual. Warranty Periods for different screens are available at Optoma's website. If screen becomes defective within the Warranty Period, Optoma will, at its discretion, repair or replace the defective screen with new, reconditioned, or re-manufactured one.

This warranty does not extend to screen which has been subjected to misuse, abuse, neglect, accident, fire, flood, physical damage, incorrect wiring, improper installation, unauthorized service, use in violation of instructions furnished by Optoma, or modification made to it by parties other than Optoma's own service center or its Authorized Service Provider (Collectively as "Service Center").

Optoma guarantees the replacement screen for a period of thirty (30) days after Optoma delivers the replacement screen. Should the fault occur in the replacement screen within said thirty (30) day period, End User should request to return the faulty screen in accordance with the Return Merchandise Authorization procedure below.

## Return Merchandise Authorization (RMA) Procedure For Replacement Service

If End User needs to return a defective screen back to Service Center, End User must complete a RMA Request Form, which is available at [http://www.optomausa.com/webresources/files/RMA\\_Form\\_2012.pdf](http://www.optomausa.com/webresources/files/RMA_Form_2012.pdf) and submit the completed RMA Request Form to Service Center.

Service Center will issue a RMA number in the event that the said RMA Request Form is completed and is in compliance with all the requirements; in particular, the RMA number must be clearly marked on the outside of the box. Service Center reserves the right to reject any returned screen without an officially issued RMA number. RMA number issued by Service Center is only valid for thirty (30) days after the issuance by Service Center. This Warranty does not extend to any returned screen with an out-of-date RMA number. Service Center reserves the right to return such screen back to End User at End User's cost.

## Screen Defective Return

- If the screen is defective within the Warranty Period, Service Center will replace it at no cost to End User with a new, reconditioned, or re-manufactured one.
- For Service Center to accept the return of a defective screen, End User must have available the original purchase invoice and describe the symptom in order to obtain a RMA number from Service Center. End User must ensure that these details are available and on hand when contacting Service Center.

The lack of any of the required details will render the defective screen ineligible for a warranty replacement. The defective screen must be returned with its original packaging at End User's cost.

- Under no circumstances will a credit note be issued for any defective screen
- In the event Service Center find the returned screen to be faultless, Optoma is entitled to charge End User the diagnose fee, handling fee and freight, and return the screen back to End User at End User's cost.
- For defective screen that is outside the Warranty Period, an appropriate replacement cost will be quoted to End User for authorization and payment.

## DISCLAIMER

THIS POLICY FOR THE PRODUCT, ACCESSORY, LAMP OR SCREEN IS IN LIEU OF ALL CONDITIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PART OF OPTOMA, ITS AGENTS OR ITS ASP. ALL IMPLIED OR STATUTORY WARRANTIES TO THE EXTENT THAT THEY CANNOT BE EXCLUDED ARE LIMITED TO THE EFFECTIVE PERIOD OF THE WARRANTY SET FORTH HEREIN. IF THE PRODUCT, ACCESSORY, LAMP OR SCREEN IS DEFECTIVE IN MATERIALS OR WORKMANSHIP, CUSTOMERS' SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. UNDER NO CIRCUMSTANCES WILL A REFUND OR CREDIT BE GRANTED. IF THAT REMEDY FAILS ITS ESSENTIAL PURPOSE, OPTOMA RESERVES THE RIGHT TO REFUND THE PURCHASE PRICE OF THE PRODUCT TO THE END USER IN EXCHANGE FOR THE RETURN OF THE PRODUCT. OPTOMA, ITS AGENTS AND ASP SHALL NOT BE LIABLE FOR ANY DAMAGES INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF USE OR DATA, LOSS OF PROFITS OR INTERRUPTION OF BUSINESS, WHETHER SUCH ALLEGED DAMAGES ARE BASED IN WARRANTY, TORT (INCLUDING WITHOUT LIMITATION, NEGLIGENCE AND STRICT LIABILITY), CONTRACT, OR INDEMNITY. EXCEPT TO THE EXTENT PROHIBITED BY LAW, THIS IS THE EXCLUSIVE WRITTEN LIMITED WARRANTY OF THE CUSTOMER.

## Severability

In the event any of the Paragraphs of this Standard warranty and Return Policy shall be held invalid by a law, statute, act, rule, regulation or decision by a competent authority in any States, the remainder of this Standard warranty and Return Policy shall in no way be affected.

### **Optoma Technology, Inc.**

3178 Laurelview Ct.  
Fremont, CA 94538, USA

Tel: 888-289-6786

Fax: 510-897-8601

E-Mail: [services@optoma.com](mailto:services@optoma.com)

Web: [www.optomausa.com](http://www.optomausa.com)

For more information on OPTOMA products, please call 1-888-887-5001

This warranty is only valid in the US and Canada.