





## ***LCD Monitor – Desktop and Large Screen Display Offerings (cont.)***

### **Advanced Exchange Overnight Service**

**COVERAGE OPTIONS:** Duration through the standard warranty term, 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

**COVERAGE:** Allows the purchaser to upgrade service level from the standard repair and return warranty to an exchange program where the replacement unit is sent out to replace the defective unit before the defective unit is returned to Sharp NEC-DS. Sharp NEC-DS will ship outbound replacement using a (1) business day delivery service. Sharp NEC-DS must receive call prior to 3:00 PM EST in order for product to arrive next business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp NEC-DS will ship the same model as the replacement or if unavailable, a “like” unit which has similar or better features. Return shipping back to Sharp NEC-DS of the defective unit via ground service is also included.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

### **EXCLUSIONS:**

- a. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- d. Delivery restrictions as imposed by the carrier or customer.
- e. Postal codes not supported by the carrier for overnight or priority service.
- f. Removal or installation of the product.
- g. Shipping costs incurred when shipping is not arranged by Sharp NEC-DS.
- h. Defective unit not returned to Sharp NEC-DS. Customer has 21 business days to surrender the defective unit to Sharp NEC-DS. Non-returns are subject to the outbound replacement cost of the product.
- i. Exclusions as outlined in the general program provision section.

## ***LCD Monitor – Desktop and Large Screen Display Offerings (cont.)***

### **Onsite Exchange - Overnight Service**

**COVERAGE OPTIONS:** Duration through the standard warranty term, 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

**COVERAGE:** Purchaser receives the coverage of the Advanced Exchange program as well as an onsite dispatch service. Coverage includes the shipping of the advanced replacement unit to the customer's site and return shipping of the defective unit via ground/LTL service. Sharp NEC-DS will ship outbound replacement using a (1) business day delivery service. Sharp NEC-DS must receive call prior to 3:00 PM EST in order for product to arrive next day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

Once shipment and arrival timeframe of the replacement unit to customer site is confirmed, the onsite technician will schedule an appointment with site contact. The technician de-installs the defective unit, re-installs the replacement and properly packages the return for shipment back to Sharp NEC-DS. Return shipping arrangements are coordinated by the dispatch center and return freight is covered by Sharp NEC-DS. The dispatch center will be responsible for recording return tracking information.

### **EXCLUSIONS:**

- a. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c. Delivery restrictions as imposed by the carrier or customer.
- d. Postal codes not supported by the carrier for overnight or priority service.
- e. Overnight dispatch not guaranteed for remote locations outside 50 mile radius of major metropolitan areas.
- f. Site delivery of monitor by onsite technician; unit is shipped to customer's location to the attention of the provided contact.
- g. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h. Delays caused by the availability of the site contact. Onsite technician schedules an appointment time after the monitor has arrived and whenever the site contact is available.
- i. Delays caused by appointment time restrictions. Efforts will be made to accommodate site contact's schedule but accommodations are excluded from performance metrics.
- j. Delays caused by lack of up-front installation information such as height restrictions, security lock issues, security clearance issues, custom or unique cabinetry/enclosures or other non-standard installations.
  - Installation above 8 feet and/or requires special lift. Installations above 8 feet are not covered. For pre-arranged agreements, lift arrangements are the responsibility of the customer.
  - Unique cabinetry, overlays, and enclosures are not covered and must be removed prior to onsite visit
  - Non standard security mounting where site contact does not have tool to remove mounting hardware.
  - Security clearance issues that prevent onsite technician from being punctual to scheduled appointment.
- k. Shipping costs incurred when shipping is not arranged by Sharp NEC-DS.
- l. Defective unit not returned to Sharp NEC-DS through dispatch center. Customer has 21 business days to surrender the defective unit to Sharp NEC-DS. Non-returns are subject to the outbound replacement cost of the product.
- m. Exclusions as outlined in the general program provision section.

## ***Projector – Mobile, Portable and Installation Offerings***

### **Standard Warranty Extension**

**COVERAGE OPTIONS:** 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

**COVERAGE:** Allows the purchaser to extend the standard warranty for additional term. All conditions and service levels specified in the standard warranty still apply. Sharp NEC-DS depot maintains a 3 business day turnaround time for projector repair. If the 3 business day turn around cannot be met, Sharp NEC-DS will provide a replacement product. Replacement product shipments are only made during regular business hours, M-F, excluding major holidays. If available, Sharp NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

#### **EXCLUSIONS:**

- a. Shipping of the defective unit to Sharp NEC-DC repair depot.
- b. Normal decrease in lamp light output over time.
- c. Use of the product beyond normal operating conditions. Normal operating conditions are defined within the product standard limited warranty.
- d. Cartons, carrying cases, shipping cases, batteries, external cabinets, CDROM discs or any accessories used in connection with the product.
- e. Service request should be made within several days of failure. No bulk requests.
- f. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- g. Delivery restrictions as imposed by the carrier or customer.
- h. Standard carrier service will apply.
- i. Removal or installation of the product.
- j. Costs of technical adjustments, set-up, maintenance, removal and installations or adjustment of user controls.
- k. Exclusions as outlined in the general program provision section.

## ***Projector – Mobile, Portable and Installation Offerings (cont.)***

### **InstaCare – Extended Service Plan**

**COVERAGE OPTIONS:** Duration through the standard warranty term, 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

**COVERAGE:** This Service Plan begins on the last day of your one (1) year InstaCare coverage included in the Sharp NEC standard limited InstaCare warranty period for the covered projector and continues for a period of 1 or 2 additional years depending on purchase. InstaCare covers the projector only and does not cover the separate lamp warranty. The lamp received in an InstaCare replacement projector is covered for 500 hours or 90 days whichever comes first.

Sharp NEC-DS will ship outbound replacement using a (1) business day delivery service. Sharp NEC-DS must receive your call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp NEC-DS will ship the same model as the replacement or if unavailable, a “like” unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

#### **EXCLUSIONS:**

- a. Return shipping of the defective unit.
- b. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- c. Normal decrease in lamp light output over time.
- d. Use of the product beyond normal operating conditions. Normal operating conditions are defined within the product standard limited warranty.
- e. Cartons, carrying cases, shipping cases, batteries, external cabinets, CDROM discs or any accessories used in connection with the product.
- f. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- g. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h. Delivery restrictions as imposed by the carrier or customer.
- i. Postal codes not supported by the carrier for overnight or priority service. Standard carrier service will apply.
- j. Removal or installation of the product.
- k. Costs of technical adjustments, set-up, maintenance, removal and installations or adjustment of user controls.
- l. Defective unit not returned to Sharp NEC-DS. Customer has 21 business days to surrender the defective unit to Sharp NEC-DS. Non-returns are subject to the outbound replacement cost of the product.
- m. Exclusions as outlined in the general program provision section.