



## **Warranty**

### *Projectors*

Epson's Standard Projector Warranty is the most comprehensive available with multiple support tiers (Phone, Reseller, Epson Account Manager, Field Engineer) and is a world wide warranty. Epson is able to provide immediate support for even the most critical environments.

Epson America offers its projector customers FREE Extra Care Road Service, which runs concurrently with the two year basic warranty, based on the terms and conditions.

Our program has been specifically designed to cover our projectors in the unlikely event of a failure. You won't have to wait for your unit to be repaired. We'll ship you a replacement projector anywhere in the United States via overnight delivery. This benefit is FREE and runs concurrently with the basic warranty.

Warranty claims are direct with Epson's technical support team. Each product is shipped with an 800 number to call if there are any problems with the products ordered for the duration of the warranty period at no charge. The Epson technical personnel will identify the type of problem and determine the recommended course of action to correct the problem. Hours of Operation are Monday through Friday, 6am – 6pm Pacific Time. Please note that end-users can call this number at any time to receive technical and "how to" information on any of our projectors. They can also request an exchange for a defective projector. Epson will pay the freight in both directions.

In addition to Epson's standard 2 year Extra Care Road Service warranty, on all awarded Epson Branded Projectors, under the State of Texas DIR-TSO-3858 Audio Visual Equipment and Accessories Contract, Epson is offering an additional third year Extra Care Road Service warranty at no additional cost.