



Return Policy

Epson America, Inc.

Any EPSON video projector product, that has a manufacturing defect that occurs during the initial setup by the reseller or end-user making it inoperable, qualifies for the DOA (Dead On Arrival) program. By definition, such failure must occur within 30 days of the first end user purchase.

A manufacturing defect is any mechanical or electronic failure that is not a result of damage caused by misuse, abuse, improper installation, neglect, shipping damage, damage caused by disaster such as fire, flood, and lightening, improper electrical current, software problems, interaction with non-EPSON products or service other than by an EPSON Authorized Service Center.

None of the following products are returnable under this DOA program: (1) Consumables (includes, without limitation, ink cartridges, toner cartridges, printer ribbons, and paper and other media); accessories.

All DOA products will be managed through the resellers named on the contract.

EPSON reserves the right to revoke this program at any time if the program is abused.