

# Advanced Replacement Policy

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Does not apply to dead on arrival ("DOA") product which was purchased within thirty (30) days. DOA policy supersedes this Advanced Replacement Policy. Optoma offers Advanced Replacement during the first (1) year of the warranty term period. End user/installer/dealer will request service by contacting Optoma Customer Service ("Optoma") during regular business hours, 6AM to 5PM PST. Warranty starts on the purchase date by end user. Proof of purchase by end user required (I.E. from dealer or installer). Serial Number required for service and tracking. Within the first year, Optoma will swap the defective product with a refurbished product.

Optoma will ship a refurbished product to the customer in advance of the customer sending the defective product back. The refurbished product will be shipped via ground service to the customer after receipt service request of the customer during the first year of the warranty. Customer is responsible for arranging, and any costs associated with, the de-installation of the defective product and re-installation of the refurbished product, as well as packaging and shipping of the defective product to Optoma within fifteen (15) days of receipt of the refurbished product. If the defective product is not received by Optoma within fifteen (15) days from receipt of the refurbished product, Optoma reserves the right to invoice the customer for the full list price of the refurbished product.

PO or credit card required. Requests must be received by Optoma prior to 2PM PST. Requests submitted after 2PM PST will process the next business day.

## Freight

Optoma will pay the outbound freight charges to the customer during the applicable warranty period. To obtain the refurbished product, ground shipment delivery will be offered to end users. With end-user agreement, expedited shipment may be substituted and at the

expense of the customer.

Specifications

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