
Customer services

Customer Services Directory (United States and Puerto Rico)

Obtain Product Information and Operating Assistance; locate your nearest Dealer or Service Center; purchase Parts and Accessories; or make Customer Service and Literature requests by visiting our Web Site at:

<http://www.panasonic.com/help>

or, contact us via the web at:

<http://www.panasonic.com/contactinfo>

For hearing or speech impaired TTY users, TTY: 1-877-833-8855

Accessory Purchases (United States and Puerto Rico)

Purchase Parts, Accessories and Owner's Manual online for all Panasonic Products by visiting our Web Site at:

<http://www.pstc.panasonic.com>

or, send your request by E-mail to:

npcparts@us.panasonic.com

You may also contact us directly at:

1-800-237-9080 (Fax Only)

(Monday - Friday 9 am to 9 pm, EST.)

Panasonic National Parts Center

20421 84th Avenue S., Kent, WA 98032

(We accept Visa, MasterCard, Discover Card, American Express.)

For hearing or speech impaired TTY users, TTY: 1-866-605-1277

Appendix

Warranty (For United States and Puerto Rico)

Panasonic Telephone Products Limited Warranty

Limited Warranty Coverage

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("Limited Warranty period"), at its option either (a) repair your product with new or refurbished parts, or (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Parts
One (1) Year

Labor
One (1) Year

During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" Limited Warranty period, there will be no charge for parts. You must mail-in your product prepaid during the Limited Warranty period. This Limited Warranty excludes both parts and labor for batteries, antennas, and cosmetic parts (cabinet). This Limited Warranty only applies to products purchased and serviced in the United States or Puerto Rico. This Limited Warranty is extended only to the original purchaser and only covers products purchased as new.

Mail-In Service--Online

Online Repair Request

To submit a new repair request and for quick repair status visit our Web Site at <http://www.panasonic.com/repair>

When shipping the unit carefully pack in a padded shipping carton, include all accessories, and send it prepaid. Include a letter detailing the complaint, a return address and provide a day time phone number where you can be reached. P.O. Boxes are not acceptable. Keep the tracking number for your records. A copy of valid registered receipt is required under the 1 year parts and labor Limited Warranty.

For Limited Warranty service for headsets if a headset is included with this product please follow instructions above.

IF REPAIR IS NEEDED DURING THE LIMITED WARRANTY PERIOD THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.

For assistance, please visit <http://www.panasonic.com/help>

Limited Warranty Limits And Exclusions

This Limited Warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The Limited Warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, bug infestation, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE". THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY. (As examples, this excludes damages for lost time, lost calls or messages, cost of having someone remove or re-install an installed unit if applicable, travel to and from the servicer. The items listed are not exclusive, but are for illustration only.) **ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the Limited Warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.

PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.

When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom.
- Send the unit to Panasonic Exchange Center, prepaid and adequately insured.
- Do not send your unit to Panasonic Corporation of North America listed on the back cover or to executive or regional sales offices. These locations do not repair consumer products.