

# Limited Warranty for Hisense

**IMPORTANT:** In case the Product may need to be serviced, keep all original products, packaging materials and the original receipt.

This Limited Warranty for Hisense Branded Products (including any accessories that came with the packaging) as supplied and distributed is warranted by Hisense USA Corporation ("Hisense") to the ORIGINAL PURCHASER against defects in materials and workmanship ("Warranty") as follows:

## 1. LABOR

Labor will be covered for a period of 1 year from the date of ORIGINAL CUSTOMER PURCHASE for TV models that are smaller than 50 inches.

Labor will be covered for a period of 2 years from the date of original customer purchase for TV models that are 50 inches and larger. If HISENSE (or a HISENSE authorized service provider) determines that the Product—or any functional part—is defective, then:

- HISENSE will repair or replace the Product with a like refurbished product of similar or better quality at no charge to the original purchaser OR
- Pay the labor charges to any HISENSE authorized service provider

After the Warranty period has expired, then the purchaser is responsible for all labor charges.

## 2. PARTS

Parts will be covered for a period of 1 year from the date of ORIGINAL CUSTOMER PURCHASE for TV models that are smaller than 50 inches.

Parts will be covered for a period of 2 years from the date of ORIGINAL CUSTOMER PURCHASE for TV models that are 50" and larger. HISENSE will supply (at no charge to the original purchaser) new, rebuilt or refurbished replacement functional parts in exchange for defective functional parts.

After the Warranty period has expired, then the purchaser is responsible for the costs of all parts.

## 3. 3D GLASSES AND REMOTE

HISENSE will repair or replace the accessory with a like refurbished product of similar or better quality (at HISENSE's option) for a period of 90 days. After the 90-day warranty period has expired, then the purchaser is responsible for all charges.

## 4. ON-SITE SERVICE

On-site service requires that an authorized servicer be given clear, complete and easy access to the product. On-site service does not include that the servicer remove or reinstall the product.

It is possible that certain on-site repairs will need to be completed off site and (at the servicer's discretion) require that the product (or parts of it), be removed to diagnose at the shop and/or repair. After this occurs, the product will be returned.

### **Warranty Service and Troubleshooting Information for Customers in the United States and Puerto Rico**

To obtain warranty service and troubleshooting information, contact our Electronics Consumer Care Center. Call 1-888-935-8880 (Monday–Friday from 8-8 p.m. EST, Saturday–Sunday from 9-6 p.m.) or Email [service@hisense-usa.com](mailto:service@hisense-usa.com)

### **REQUIREMENTS THAT MUST BE MET TO RECEIVE WARRANTY SERVICE**

To receive Warranty service, the ORIGINAL PURCHASER or SALES AGENT must contact HISENSE to determine the problem and service procedures. Proof of purchase in the form of an ORIGINAL BILL OF SALE or RECEIPTED INVOICE that shows evidence the product is within the applicable Warranty period(s), must be presented (to HISENSE or an authorized service provider), in order to obtain the requested service.

### **EXCLUSIONS AND LIMITATIONS**

Two (2) year warranty valid on units purchased on/or after January 1st, 2014. This Warranty covers manufacturing defects in materials and workmanship encountered in the normal use of the Product and does not cover consumer instruction, delivery, installation, setup, adjustments, signal reception problems (including antenna), cosmetic damage or damage due to acts of nature, accident, misuse, abuse, negligence, commercial use or modification of, (or to any part) of the Product. In addition, this Warranty does not cover images “burnt” into the screen. This Warranty applies to the ORIGINAL PURCHASER ONLY and does not cover products sold ‘AS IS’, ‘WITH ALL FAULTS’ or consumables (for example, fuses, batteries, bulbs and so on). This Warranty is invalid if the factory-applied serial number has been altered or removed from the product.

This Warranty is only valid in the United States and Puerto Rico and only applies to products purchased and serviced in the United States and Puerto Rico.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE AND NO WARRANTIES (WHETHER EXPRESS OR IMPLIED) INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN (BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT) SHALL BE BINDING ON HISENSE. THIS WARRANTY IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCT AND HISENSE IS THE EXCLUSIVE WARRANTY PROVIDER FOR THE PRODUCT. REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HISENSE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL

DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST HISENSE SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY HISENSE. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE.

Some states do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties; therefore, the limitations or exclusions stated above may not apply to you. This Warranty gives you specific rights and you may have other rights, which vary from state to state.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.