

# One Year Limited Warranty for LED/LCD TVs

Upstar & Tanpo LCD/LED TV products are covered by our one year limited manufactures warranty, which covers the original purchaser of a new Upstar or Tanpo product against defects in materials or workmanship for a period of one year of normal product usage. During the limited warranty period, Upstar USA Group will, at the manufactures sole discretion, replace any defective products or components. Upstar USA Group will offer to our customers a 30 day DOA policy that basically gives the consumer 30 days from the date of purchase to return for replacement any dead or defective products. As a condition to any warranty services obligation, the consumer must present this Warranty Certificate along with a copy of the original purchase invoice.

To obtain warranty service, contact Upstar USA Group RMA Department via email: [rma@upstarusa.com](mailto:rma@upstarusa.com) or via telephone at (877)908-6777. Pre-authorization along with an RMA number, must be obtained before sending any products for warranty repair or replacement. Warranty effective: There will be no charge for parts & labor during the warranty period. Replacement parts and units may be new or recertified at Upstar USA Group's discretion. Replacement parts and units are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service or replacement, whichever is greater. Defective products must be sent to an Upstar USA Group's service center to obtain warranty service. Upstar USA Group is not responsible for transportation costs to the service center but will cover return shipping to the customer. You must utilize the original manufactures box, and packaging materials when returning products to Upstar USA Group's service center. If you no longer have the original manufactures box, then make sure that you use an equivalent box and packaging materials that offers an equal or better degree of protection.

## **Limitations and Exclusions (Upstar USA Group will not be responsible for):**

1. Any product in which the serial number has been defaced modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - A. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - B. Repair or attempted repair by anyone not authorized by Upstar.
  - C. Damage to or loss of any programs, data or removable storage media.
  - E. Software or data loss occurring during repair or replacement.
  - F. Any damage of the product due to shipment.
  - G. Removal or installation of the product.
  - H. Causes external to the product, such as electric power fluctuations or failure.
  - I. Use of supplies or parts not meeting Upstar USA Group specifications.
  - J. Normal wear and tear.
  - K. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
  - L. Any other cause which does not relate to a product defect.
  - M. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).

- N. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.

3. Removal, installation, and set-up service charges, including wall-mounting of product.
4. Freight and insurance cost the warranty service.
5. Warranty service within US Only.

ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY ARE LIMITED TO ONE-YEAR DURATION OF THIS EXPRESS LIMITED WARRANTY. UPSTAR USA GROUP DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL UPSTAR USA GROUP' LIABILITY EXCEED THE RETAIL VALUE OF THE UNIT FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY WITH RESPECT TO THIS UNIT.

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover used, salvaged, or refurbished products.

As some states do not allow the limitation or exclusion of incidental or consequential damages, or do not allow limitation on implied warranties, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

#### **For Customer Services & Technical Support**

1. To obtain warranty service; please contact Upstar Customer Services for Return Material Authorization number (RMA). You will be required to provide

1. A copy of the dated sales slip.
2. Your name.
3. Your ship to address, email address and phone number.
4. The serial number of the product.
5. A description of the problem.

Upstar is not responsible for any returned product without an Upstar USA Group assigned RMA number. For Warranty, Technical Support, Customer Service, Missing or Defective Parts, please call: 1-877-908-6777 or write to: Upstar USA Group

If you have any defective Upstar TV (out of warranty) or none-repairable Upstar TV and out of warranty none-working Upstar TV, Please ship to our USA Office for recycling purpose. Thanks

1885 S. Vineyard Ave.  
Suite 1, Ontario, CA 91761

Toll: 1-877-908-6777  
Tel: 562-927-8098  
Fax: 562-927-8068