

Panasonic Warranty Extension Certificate

CONDITIONS OF WARRANTY APPLICABLE IN

European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Former Yugoslav Republic of Macedonia, Monaco, Montenegro, San Marino, Serbia and Switzerland.

Thank you for purchasing this Extended Warranty for your Panasonic professional display (the "Product").

1. This Extended Warranty covers all professional displays which are used in the countries listed above. This Extended Warranty exists in addition to the statutory and/or contractual dealer warranty and does not at all restrict your rights as a buyer out of such warranty or under any applicable consumer protection law. The Panasonic standard guarantee period for the Product is 36 months from date of purchase of the Product by its first end-user. The Extended Warranty shall be applicable to the Product from 37 to 60 months from date of purchase of the Product ("Extended Warranty period"). The Extended Warranty is applicable to the original purchaser only. It is a condition of the Extended Warranty that the original sales receipts of both the Product and the Extended Warranty Certificate, must be presented showing the date of purchase when a claim is made under the Extended Warranty. In order to be valid, the Extended Warranty must be activated by registering the Product on <https://business.panasonic.co.uk/service> within 60 days of purchasing the Extended Warranty. This will be verified when a claim is made under the Extended Warranty.

2. The Product shall have been purchased and used solely for normal purposes in accordance with the standard operating instructions and product specification document.

3. The Extended Warranty covers breakdowns due to initial manufacturing or design faults of the Product.

Excluded from the Extended Warranty are:

- I. Any Products or parts which have a limited natural life or which is consumable, such as but not limited to batteries;
- II. Defects resulting from failure to use the Product in accordance with the operating instructions or the technical and/or safety standards of the country where the Product is used;
- III. Defects caused by accident, fire, neglect*, misuse, wear and tear, improper use, improper installation, smoke contamination, laser burn, introduction of liquid or other foreign matter into the Product or occurring during transportation to or from the purchaser; and
- IV. Defects caused by the use of non-Panasonic parts or accessories or caused by adjustment, repair, modification or dismantling by a person not so authorised by Panasonic.

4. In the unlikely event your Product fails, please first check the "Trouble-Shooting" section of the operating instructions. If after checking the operating instructions, you consider that the Product is defective, submit an online repair order on <https://business.panasonic.co.uk/service>, alternatively, please contact Panasonic's Central Service Team either by email on business.service@eu.panasonic.com or by phone, together with this Extended Warranty and proof of date of purchase. Local telephone contact numbers can be found on <https://business.panasonic.eu/telephone-service>.

5. Your sole and exclusive remedy under this Extended Warranty against Panasonic is for either the replacement of the Product or the repair of the Product, or any defective part or parts thereof. This extended Warranty extends the warranty entitlement applied with the original unit purchase. For details, please check <https://business.panasonic.eu/displays/swap-warranty>. No other remedy, including, without limitation, incidental or consequential damage or loss of whatsoever nature, shall be available to the purchaser.

6. This Extended Warranty covers any parts, labour and logistics required to resolve any Product malfunction covered by the Guarantee. Installation / de-installation and re-configuration / re-calibration shall be arranged by the purchaser and the cost shall be covered by the purchaser.

7. This Guarantee is valid for Products purchased in the above-mentioned countries and which originally have been put on the market in any of these countries by a company within the Panasonic Group.

8. This Extended Warranty and its registration can be cancelled or amended within sixty (60) days of purchasing the Extended Warranty. Once a claim has been made under the Extended Warranty, it is no longer possible to cancel the Extended Warranty. On cancellation, you will receive a full refund. If you decide to cancel, please send a written notice to the authorised dealer who sold you the Extended Warranty.

9. This Extended Warranty and any dispute or claim arising out of or in connection with it or its formation shall be governed by and construed in accordance with German Law. The courts of Hamburg, Germany, shall have exclusive jurisdiction to settle any dispute or claims arising out of this Guarantee or in connection with it or its formation.

10. In this Extended Warranty, "Panasonic" means the company identified below:
Panasonic Marketing Europe GmbH
Hagenauer Strasse 43,
65203 Wiesbaden
Germany

*Neglect includes the failure to clear the dust or any obstructions from the ventilation ports on the rear of the unit and also panel burn in / image retention resulting from fixed image use.