

Sharp Display Products Service+ Program Coverage

Terms and Conditions

DEFINITIONS: “You” and “Your” indicates the purchaser of this service contract. “We”, “Us”, and “Our” indicate Sharp Imaging and Information Company of America (SIICA) the issuing manufacturer, the company obligated under this Service+ contract. “Service+ Contract” indicates the terms and conditions, limitations, exceptions and exclusions included herein and your purchase receipt constitute the entire agreement.

General Program Provisions

TERM: The term of the Service+ contract begins on the date of contract purchase by the end user. Once the contract is activated, the length of the contract term is dependent upon the coverage option purchased by the end user. Service programs that run concurrently with the standard limited warranty period shall end when the limited warranty period expires. All Service+ contracts must be purchased at the time of product purchase. Contract activation must occur within 45 days of purchase.

RECORDS: You may be asked to provide proof of purchase as a condition for receiving service under this program. Your original receipt should be kept with the contract in a safe place in the event you need it for reference.

COVERAGE:

- a) Service+ upgrades are intended for corporate and commercial use only and are not to be used for residential displays/projectors.
- b) Service+ is available in USA. The program only covers Sharp and NEC product distributed and purchased in the USA. Service+ offers and programs may vary by country; see your Sharp representative for complete Service+ Program details.
- c) Service+ is available to the original owner of the product and cannot be transferred.
- d) Service+ is valid for the product serial number that is activated OR the product serial number for the replacement unit where applicable.
- e) All applicable terms of the standard limited warranty shall apply. Service+ coverage is not available for any Sharp or NEC product that is modified or incorporated into another product.
- f) Coverage is for the display/projector only. Hardware, software, accessories, and other non-Sharp or NEC products are not covered under this program. Customers are cautioned that product performance is affected by system configuration, software, the application, customer data, and operator control, among other factors. While Sharp and NEC products are considered to be compatible with many systems, the specific functional implementation by the customers of the product may vary. Therefore, the suitability of a product for a

specific purpose or application must be determined by the customer and is not warranted by Sharp.

- g) Service+ contracts cannot be stocked at Distribution. At time of purchase end user information must be disclosed.
- h) Program excludes product deemed as “dead on arrival” (DOA) at the time of installation. DOA is considered an out-of-the-box failure within 30 days of purchase. DOA failures should be handled through the distribution channel where purchased.

PURCHASER’S RESPONSIBILITIES

For the Service+ contract to remain valid, you must maintain your product in accordance with the conditions as outlined in the user’s manual and limited warranty specifications. You must assure full cooperation with the Sharp technical support agent and its authorized service provider(s), including accessibility of the covered product. If you request or obtain a non-covered repair, you will be responsible for all costs associated with the repair.

REGISTRATION:

- a) A warranty order with serial numbers activated will act as confirmation of the program. In the cases where the serial numbers are not activated, the end-user OR solution provider will be responsible for registering the display/projector (s) with Sharp by emailing sndsa-customerservice@sharpusa.com .
- b) Any product that is not activated prior to calling for service will be considered to have the standard warranty.
- c) Sharp will not be responsible for any delay of service due to lack of contract activation.

IF YOU NEED SERVICE: Please call Sharp Customer Service at **800-632-4662** or email sndsa-customerservice@sharpusa.com . Service+ support is available M-F 7AM to 6PM CST excluding major holidays.

- a) An agent will troubleshoot your failure. If covered product is deemed defective by Sharp, at Our sole discretion, the agent will provide further service instructions as applicable to the product and the purchased services.
- b) Calls that require a replacement product must be received prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available.

EXCLUSIONS – WHAT IS NOT COVERED:

- a) Loss of or damage to the covered product due to abuse, mishandling, improper packaging by the user/installer, alteration accident, electrical current fluctuations or failure to follow operating, maintenance or environmental instructions prescribed in the covered product's User Manual.
- b) Failures outside the manufacturer's warranty terms and conditions.
- c) Any product where the serial number has been defaced modified or removed.
- d) Delays caused by factors beyond our control, including, but not limited to carrier delays, availability of recipient, weather or acts of God.
- e) Delays caused by the product arriving damaged. Damage caused by Sharp or carrier will be rectified under another service request.
- f) Indirect, incidental, or consequential damages which include, but are not limited to, any delay in rendering service, loss of data, or loss of use during the service period.
- g) All service and support performed by someone other than Sharp or our authorized servicer will void your Service + coverage.

THE FOLLOWING PLANS ARE AVAILABLE FOR COVERAGE UNDER THIS SERVICE+ CONTRACT:

LCD Monitor – Desktop and Large Screen Display Offerings

Standard Warranty Extension

COVERAGE OPTIONS: 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

COVERAGE: Allows the purchaser to extend the standard warranty for additional term. All conditions and service levels specified in the standard warranty still apply.

Replacement product shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

EXCLUSIONS:

- a) Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b) Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.

- c) Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- d) Delivery restrictions as imposed by the carrier or customer.
- e) Removal or installation of the product.
- f) Shipping costs incurred when shipping is not arranged by Sharp.
- g) Defective unit not returned to Sharp. Customer has 21 business days to surrender the defective unit to Sharp. Non-returns are subject to the outbound replacement cost of the product.
- h) Exclusions as outlined in the general program provision section.

Advanced Exchange Overnight Service

COVERAGE OPTIONS: Duration through the standard warranty term, 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models. **COVERAGE:** Allows the purchaser to upgrade service level from the standard repair and return warranty to an exchange program where the replacement unit is sent out to replace the defective unit before the defective unit is returned to Sharp. Sharp will ship outbound replacement using a (1) business day delivery service. Sharp must receive call prior to 3:00 PM EST in order for product to arrive next business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features. Return shipping back to Sharp of the defective unit via ground service is also included.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

EXCLUSIONS:

- a) Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b) Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c) Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- d) Delivery restrictions as imposed by the carrier or customer.
- e) Postal codes not supported by the carrier for overnight or priority service.
- f) Removal or installation of the product.
- g) Shipping costs incurred when shipping is not arranged by Sharp.

- h) Defective unit not returned to Sharp. Customer has 21 business days to surrender the defective unit to Sharp. Non-returns are subject to the outbound replacement cost of the product.
- i) Exclusions as outlined in the general program provision section.

Onsite Exchange - Overnight Service

COVERAGE OPTIONS: Duration through the standard warranty term, 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

COVERAGE: Purchaser receives the coverage of the Advanced Exchange program as well as an onsite dispatch service. Coverage includes the shipping of the advanced replacement unit to the customer's site and return shipping of the defective unit via ground/LTL service. Sharp will ship outbound replacement using a (1) business day delivery service. Sharp must receive call prior to 3:00 PM EST in order for product to arrive next day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

Once shipment and arrival timeframe of the replacement unit to customer site is confirmed, the onsite technician will schedule an appointment with site contact. The technician de-installs the defective unit, re-installs the replacement and properly packages the return for shipment back to Sharp. Return shipping arrangements are coordinated by the dispatch center and return freight is covered by Sharp. The dispatch center will be responsible for recording return tracking information.

EXCLUSIONS:

- a) Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b) Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c) Delivery restrictions as imposed by the carrier or customer.
- d) Postal codes not supported by the carrier for overnight or priority service.
- e) Overnight dispatch not guaranteed for remote locations outside 50 mile radius of major metropolitan areas.
- f) Site delivery of monitor by onsite technician; unit is shipped to customer's location to the attention of the provided contact.

- g) Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h) Delays caused by the availability of the site contact. Onsite technician schedules an appointment time after the monitor has arrived and whenever the site contact is available.
- i) Delays caused by appointment time restrictions. Efforts will be made to accommodate site contact's schedule but accommodations are excluded from performance metrics.
- j) Delays caused by lack of up-front installation information such as height restrictions, security lock issues, security clearance issues, custom or unique cabinetry/enclosures or other non-standard installations.
 - Installation above 8 feet and/or requires special lift. Installations above 8 feet are not covered. For pre-arranged agreements, lift arrangements are the responsibility of the customer.
 - Unique cabinetry, overlays, and enclosures are not covered and must be removed prior to onsite visit
 - Non standard security mounting where site contact does not have tool to remove mounting hardware.
 - Security clearance issues that prevent onsite technician from being punctual to scheduled appointment.
- k) Shipping costs incurred when shipping is not arranged by Sharp.
- l) Defective unit not returned to Sharp through dispatch center. Customer has 21 business days to surrender the defective unit to Sharp. Non-returns are subject to the outbound replacement cost of the product.
- m) Exclusions as outlined in the general program provision section.

Projector – Mobile, Portable and Installation Offerings

Standard Warranty Extension

COVERAGE OPTIONS: 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

COVERAGE: Allows the purchaser to extend the standard warranty for additional term. All conditions and service levels specified in the standard warranty still apply. Sharp depot maintains a 3 business day turnaround time for projector repair. If the 3 business day turn around cannot be met, Sharp will provide a replacement product. Replacement product shipments are only made during regular business hours, M-F, excluding major holidays. If available, Sharp will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

EXCLUSIONS:

- a) Shipping of the defective unit to Sharp repair depot.
- b) Normal decrease in lamp light output over time.
- c) Use of the product beyond normal operating conditions. Normal operating conditions are defined within the product standard limited warranty.
- d) Cartons, carrying cases, shipping cases, batteries, external cabinets, CDROM discs or any accessories used in connection with the product.
- e) Service request should be made within several days of failure. No bulk requests.
- f) Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- g) Delivery restrictions as imposed by the carrier or customer.
- h) Standard carrier service will apply.
- i) Removal or installation of the product.
- j) Costs of technical adjustments, set-up, maintenance, removal and installations or adjustment of user controls.
- k) Exclusions as outlined in the general program provision section.

InstaCare – Extended Service Plan

COVERAGE OPTIONS: Duration through the standard warranty term, 1 year additional to the standard warranty term, 2 years additional to the standard warranty term; on applicable models.

COVERAGE: This Service Plan begins on the last day of your one (1) year InstaCare coverage included in the Sharp standard limited InstaCare warranty period for the covered projector and continues for a period of 1 or 2 additional years depending on purchase. InstaCare covers the projector only and does not cover the separate lamp warranty. The lamp received in an InstaCare replacement projector is covered for 500 hours or 90 days whichever comes first.

Sharp will ship outbound replacement using a (1) business day delivery service. Sharp must receive your call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, Sharp will ship the same model as the replacement or if unavailable, a “like” unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of contract purchased for the original unit.

EXCLUSIONS:

- a) Return shipping of the defective unit.
- b) Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- c) Normal decrease in lamp light output over time.
- d) Use of the product beyond normal operating conditions. Normal operating conditions are defined within the product standard limited warranty.
- e) Cartons, carrying cases, shipping cases, batteries, external cabinets, CDROM discs or any accessories used in connection with the product.
- f) Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- g) Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h) Delivery restrictions as imposed by the carrier or customer.
- i) Postal codes not supported by the carrier for overnight or priority service. Standard carrier service will apply.
- j) Removal or installation of the product.
- k) Costs of technical adjustments, set-up, maintenance, removal and installations or adjustment of user controls.
- l) Defective unit not returned to Sharp. Customer has 21 business days to surrender the defective unit to Sharp. Non-returns are subject to the outbound replacement cost of the product.
- m) Exclusions as outlined in the general program provision section.