



# Warranty Terms

## AOC LCD/TV LIMITED WARRANTY in Hong Kong / Macau

Service Hotline: (852) 2347-2038 (1→3 →3)

Office Hour      Mon -Fri. 9:00 -13:00, 14:00-17: 45,  
                         Sat 9:00 – 13:00

Address : Room 607 Westlands Centre, 20 Westlands Road, Quarry Bay, HK

Thank you for purchasing AOC product owning by TPV Technology Limited (“TPV”), which is the is a leading display solution provider, specializing in design and production of a wide spectrum of CRT monitors, TFT-LCD monitors and flat TVs. Listed on both the Hong Kong and Singapore stock exchanges in October 1999. You also could get more AOC products information from <http://www.aocmonitor.com>.

### Limitation of this Warranty:

1. Three years on site warranty on LCD monitor or LCD TV, including parts and labor.
2. The “Customer” who purchases and paid for AOC products from AOC’s authorized distributor and is the original end-user purchaser of the AOC products.
- 2.The customer must present a valid original invoice. Upon failure to present the invoice, customer must pay for the costs of the services provided.
- 3.Transportation charge to out-lying island will be borne by customers.

### Warranty Length:

AOC warrants this product to be free from defects in material and workmanship for a period under

1. 36 months, from end-user invoice date and
2. 39 months, from the production date identified from the serial number.

During this period, TPV will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. The defective products that are replaced become the property of AOC.

\*This limited warranty does not cover any losses or damages that occur as a result of

- Shipping or improper installation or maintenance
- Misuse or Neglect
- Any cause other than ordinary application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an AOC Authorized Service Center
- Improper environment- Excessive or inadequate heating or air conditioning or electrical powers failures, surges or other irregularities
- Fire, flood, earthquake, terrorist attack or other accidents

This limited warranty does not cover any of the product firmware or hardware that you or any third party have modified or altered; customer bear the sole responsibility and liability for any such modification or alteration.

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It’s the right of AOC to issue or terminate the warranty terms. For exception cases, subject to report of our investigation, we reserve the right to terminate or modify terms of warranty policy.

The Limited Warranty is comprised of an English and a Chinese version, and if any discrepancy should arise between the two versions, the English version shall prevail.

Please record below information. To enjoy warranty, customer must provide below information.

|                  |   |       |
|------------------|---|-------|
| Retailer’s name  | : | _____ |
| Date of Purchase | : | _____ |
| Invoice number   | : | _____ |
| Model number     | : | _____ |
| Serial number    | : | _____ |
| Production date  | : | _____ |