



SVA ELECTRONICS (UK) LTD.

IN ASSOCIATION WITH OUR SERVICE PARTNER



Specialist Repair Solutions

THIS IS YOUR WARRANTY DOCUMENT FOR THE PRODUCT THAT YOU HAVE RECENTLY PURCHASED. YOU MUST READ IT THROUGH AND THEN COMPLETE ALL THE BOXES BEFORE RETURNING IT TO THE ADDRESS SHOWN OVERLEAF.

SVA ELECTRONICS (UK) LTD ("SVA UK") WILL PROVIDE A LIMITED WARRANTY FOR THIS PRODUCT AGAINST DEFECTS IN MATERIAL AND/OR WORKMANSHIP WITHIN THE FOLLOWING CONDITIONS:

1. **WARRANTY PERIOD** - Two (2) years from the original purchase date. You must keep your original purchase receipt as we may ask for it if you have to make a warranty claim. If you sell the product to anyone you must advise the new owner that the warranty is only valid for two (2) years from the original purchase date and they will only be entitled to the remaining balance of the two (2) year period. Also, if you have to make a claim then you will only be entitled to the balance of the two (2) year period remaining after your first or subsequent claims.
2. **SERVICES** - If the product fails under normal use due to an electronic component failure within the warranty period, RepairTech Ltd (SVA UK's nominated Service Partner) will replace the defective product with a new (within 30 days of purchase date) or factory refurbished product at RepairTech's discretion.
3. **LIABILITY** - SVA UK and/or RepairTech's liability under this limited warranty shall in no event exceed the cost of authorised repairs, replacement with a similar product, reimbursement for authorised repairs or replacement, or the original cost of the product at the time of purchase, whichever is less. In no event shall SVA UK or RepairTech be liable for incidental or consequential damages of any nature whatsoever, including, but not limited to loss of profit or commercial loss, to the full extent those damages can be disclaimed by law.
4. **COVERAGE** - This warranty is limited to the United Kingdom only.
5. **EXCLUSIONS** - This limited warranty does not cover the following:
 - Any part of the product or accessories that have been cracked, scratched, broken, modified, defaced or cosmetically damaged in any way whatsoever.
 - Any repairs/modifications not carried out by RepairTech.
 - Failure to operate the product contrary to any published instructions.
 - Any damage caused by abuse, misuse, neglect, accident, power cut, fire, flood or other acts of God.
 - Normal wear and tear including, without limitation, phosphor burns and reduction in focus and luminance due to the age of the product.
 - Pixels missing that are within the Manufacturers specification.

The above service entitles you to receive a replacement product prior to your faulty product being returned to RepairTech. If, upon receipt at RepairTech, it is discovered that your claim is not valid for any of the reasons above then SVA UK reserves the right to recover the cost of the replacement product that you have received including all transit and administration costs.

SVA UK and/or RepairTech will vigorously pursue this action by all necessary means under English Law.

Alternatively, we can offer a repair of your product at your expense which will also include the recovery of the replacement unit.

If you are unsure about the meaning of the above statement and whether you have a valid warranty claim or not please call RepairTech Customer Services on 0870 420 4342

6. **REGISTERING YOUR WARRANTY** - Please complete all of boxes below using clear capital letters. Alternatively, you can go to our website www.repairtech.co.uk and click on the 'REGISTER WARRANTY' button and follow the instructions.

NAME		TITLE	
ADDRESS			
POST CODE		TELEPHONE NO. (H)	
MOBILE NO.		TELEPHONE NO. (W)	
EMAIL ADDRESS			
PRODUCT (TICK)	42" PLASMA DISPLAY		30" LCD TELEVISION
SERIAL NUMBER			
PURCHASE DATE			
PURCHASED FROM			

Please photocopy this warranty document for future reference and post to:

SVA UK WARRANTY DEPT.
C/O REPAIRTECH LIMITED
UNIT 4B
WESTFIELD ROAD
SOUTHAM
MARKS
CV47 0JH

7. **HOW TO MAKE A WARRANTY CLAIM** - Before you contact RepairTech to make a claim under warranty, please carry out the following:
- Check all cable connections.
 - Check the fuse in the plug.
 - Refer to the 'trouble shooting' section in the user manual.

If, after the above, you still believe that you have a valid warranty claim please do the following:

- CALL REPAIRTECH ON 0870 420 4342 BETWEEN 09:00 AND 17:00 MONDAY TO FRIDAY- STATE THAT YOU WOULD LIKE TO LOG AN 'SVA UK WARRANTY'. MAKE SURE YOU HAVE THE SERIAL NUMBER AND FAULT DETAILS OF THE PRODUCT BEFORE YOU CALL.
- WE WILL RECORD YOUR DETAILS AND GIVE YOU A CALL NUMBER - YOU WILL NEED TO WRITE THIS ON A PLAIN PIECE OF PAPER AND STICK TO THE BACK OF THE FAULTY UNIT. ALSO, RECORD IT ELSEWHERE IN CASE YOU NEED TO CONTACT US AT A LATER DATE. YOU WILL BE ASKED TO KEEP ALL THE ACCESSORIES UNLESS YOU BELIEVE THAT YOU HAVE A FAULT WITH THEM
- THE NEXT WORKING DAY* AFTER YOU HAVE CALLED US WE WILL SEND A COURIER TO THE LOCATION OF THE FAULTY UNIT BETWEEN 09:00 AND 17:00. THEY WILL UNPACK A REPLACEMENT UNIT FOR YOU AND THEN RE-PACK THE FAULTY UNIT AND TAKE IT AWAY.

* PROVIDING THAT YOU HAVE CALLED REPAIRTECH BY 13:00 ON THE PREVIOUS DAY AND IT IS OPERATIONALLY POSSIBLE TO MEET THE NEXT WORKING DAY TIMESCALE.