

Date: / / ,

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TO: NEC Viewtechnology's Authorized Service Station:

FM:

\_\_\_\_\_  
(Company & Name with signature)

Dear Sir (s),

I would like to apply your TravelCare Service Program and agree with your following conditions, and also the Service fee will be charged to my credit card account, if I don't return the Loan units within the specified period. I also confirm the following information is correct.

Regards.

### Application Sheet for TravelCare Service Program

Country, product purchased:	
User's Company Name:	
User's Company Address:	
Phone No., Fax No.:	
User's Name:	
User's Address:	
Phone No., Fax No.:	
Local Contact office:	
Local Contact office Address:	
Phone No., Fax No.:	
User's Model Name:	
Date of Purchase:	
Serial No. on cabinet:	
Problem of units per User:	
Required Service:	(1) Repair and Return (2) Loan unit
Requested period of Loan unit:	
Payment method:	(1) Credit Card (2) Travelers Cheque (3) Cash
In Case of Credit Card: Card No. w/Valid Date:	

# **Condition of your TravelCare Service Program**

Enduser is requested to understand the following conditions of TravelCare Service Program and fill necessary information into the application sheet.

## **1. Service Options:**

There are 3 types of "Service" available. Enduser has to understand the following conditions and is required to fill in the Application sheet.

### **(1). Repair and Return:**

The 'Faulty unit' is sent or collected from the customer. It is repaired and returned within 10 days to the customer, excluding transport time.

There may have a case, repair and return can't be done by Local Service Station, because of shortage of spare parts due to same model is not sold in the territory.

### **(2). Repair and Return with Loan: (This service is limited to some Service Stations)**

This service is offered to the Enduser, who cannot wait until their unit is repaired.

The customer can borrow a unit for US\$ 200 up to 12 days. Customer then sends in inoperable unit to nearest NEC Viewtechnology's Authorised Service Station for service. In order to prevent collection problem, Enduser is required to fill in Application Sheet.

Enduser needs to confirm the availability of the Service to Local Service Stations.

### **(3). Loan Only:**

For this service, the local NEC Viewtechnology's Authorised Service Station supplies the customer with a loan unit for US\$ 200 up to 12 days. Customer keeps the inoperable unit and when customer returns home, customer arranges to have the projector serviced in the home country.

## **2. Warranty Exclusions:**

This program does not apply if the Projector's serial number has been defaced, modified or removed.

If, in the judgement of the NEC Viewtechnology's Authorised Service Station or its agent the defects or failures result from any cause other than fair wear and tear or NEC Viewtechnology's neglect, or fault including the following without limitation:

- 1) Accidents, transportation, neglect, misuse, abuse, water, dust, smoke or default of or by the Customer its employees or agents or any third party;
- 2) Failure or fluctuation of electrical power, electrical circuitry, air conditioning, humidity control or other environmental conditions such as use it in smoking area;
- 3) Any fault in the attachments or associated products or components (whether or not supplied by NEC Viewtechnology or its agents which do not form part of the Product covered by this warranty);
- 4) Any act of God, fire, flood, war, act of violence or any similar occurrence;
- 5) Any attempt by any person other than any person authorised by NEC Viewtechnology to adjust, modify, repair, install or service the product.
- 6) Any Cross-border charges such as, duty, insurance, tax etc.

## **3. Charges for Warranty Exclusions and Out of Warranty Case:**

In case faulty unit is under warranty exclusions case or under Out of Warranty period, Local Service Station will Inform estimation of actual service cost to the Enduser with reason.

#### 4. Dead on Arrival (DOA):

Enduser must take this issue up with their original supplier in the country of purchase.

Local Service Station will repair the DOA unit as a Warranty repair, but will not exchange DOA unit with new units.

#### 5. Loan Service Charges and Conditions:

Upon acceptance of this NEC Projector, Customer agrees to assume liability for this "loan" replacement unit.

The current cost of use of this loan unit is US\$ 200 for 12 calendar days.

If Customer does not return the unit within the 12 calendar days, Customer will be charged the next highest cost up to and including the full list price to Credit Cards, which price will be informed by NEC Viewtechnology's Authorized Service Stations. Please see the attached listing of contacts for each country to arrange for pickup of the 'loan' unit.

If you return to their country of origin with the 'loan' unit, you will be charged additional freight to return the unit to the loaning country.

**Thank you for your understanding of this program.**