

Upstar USA Group

One Year Limited Warranty for LCD & LED Monitor & LCD TVs

Upstar USA group warrants the accompanying Upstar LED/LCD Monitor and LED & LCD TV products to be free defects in material and workmanship for the applications specified in its operation instruction for a period of One (1) year warranty for the parts and one year for the panel and labors from the date of original retail purchase in the United States.

If the unit exhibits a defect in normal use, Upstar USA Group, will, at its option repair or replace it, free of charge after the unit is returned during the warranty period.

As a condition to any warranty service obligation, the consumer must present this warranty Certificate along with a copy of the original purchase invoice.

Warranty is effective:

1. Upstar LCD computer monitor products carry One (1) year limited warranty for the parts and one year for the panel & labor. In order to receive warranty service, proof of purchase of the Upstar product is required. To obtain warranty service, call Upstar customer support at: 1-877-908-6777 in the U.S.A
2. Upstar LCD TV display products are warranted for One (1) years for the parts and one year for the panel, labor and LCD backlight.

What the warranty does not cover:

1. **Any product on which the serial number has been defected, modified or removed.**
2. **Damage, deterioration or malfunction resulting from:**
 1. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with product.
 2. Repair or attempted repair by anyone not authorized by Upstar.
 3. Damage to or loss of any programs, data, or removable storage media.
 4. Software or data loss occurring repair or replacement.
 5. Any damage of the product due to shipping.
 6. Removal or installation of the product.
 7. Causes external to the product, such as electrical power fluctuations or failure.
 8. Use of supplies or parts not meeting Upstar specifications.
 9. Normal wear and tear.
 10. Failure of owner to perform periodic product maintenance as stated in the User Guide, such as cleaning of user-cleanable projector filters.
 11. Any other case which does not relate to a product defect.
 12. Damage caused by static (non-moving) images displayed for lengthy period of the (also referred to as image burn-in).

13. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
3. **Removal, installation, and set up service charges, including wall-mounting of product.**
4. **Freight and insurance cost the warranty service.**

ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANT ABILITY ARE LIMITED TO ONE YEAR DURATION OF THIS EXPRESS LIMITED WARRANTY. UPSTAR USA GROUP DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL UPSTAR USA GROUP' LIABILITY EXCEED THE RETAIL VALUE OF THE UNIT FOR BEACH OF ANYWRITTEN OR IMPLIED WARRANTY WITH RESPECT TO THIS UNIT.

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover used, salvaged, or refurbished products.

As some states do not allow the limitation or exclusion of incidental or consequential damages, or do not allow limitation on implied warranties, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. And you may also have other rights that vary from state to state.

The Customer Services & Technical Support

1. **To obtain warranty service, please contact Upstar Customer Services for a Return Material Authorization number (RMA). You will be required to provide**
 1. A Copy of dated sales slip.
 2. Your name.
 3. Your ship to address, email address and phone numbers.
 4. The serial numbers of the product.
 5. A description of the problem.

Upstar is not responsible for any returned product without an assigned RMA.

For Warranty, Technical Support, Customer service, Missing or Defective Parts, please call:

1-877-908-6777 or write to:

Upstar USA Group

1885 S. Vineyard Ave, Suite #1; Ontario, CA 91761

www.upstarusa.com

Useful information about:

Warranty Service and or replacement, email to: customerservice@upstarusa.com