

## What information is AOC gathering about its visitors and how is it being used?

1. Three years on site warranty on LCD monitor or two years on site warranty on 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.
3. **The customer must present a valid original invoice. Upon failure to present the invoice, customer must pay for the costs of the services provided.**
4. Transportation charge to out-lying island will be borne by customers.

## General Guidelines for exchange of LCD Monitor dead Pixel during the 3-year limited warranty period

1. The exchange Limit for dead pixel must be more than 2 dots for 1<sup>st</sup> year , more 3 dots for 2<sup>nd</sup> and 3<sup>rd</sup> year applies for all models

## 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 for monitor and 24 months, from end-user invoice date for LCD monitor
2. 39 months, from the production date identified from the serial number for LCD monitor

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

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.

- 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