

# ViewSonic® EXPRESS EXCHANGE® SERVICE



## When you need us the most we're there for you

An equipment warranty will fix your malfunctioning projector as good as new, but what do you do while your projector is out for repair? If you have ViewSonic Express Exchange Service, you'll be up and running again in no time.

- ViewSonic factory-direct support
- Zero service cost<sup>††</sup> for length of Express Exchange Service coverage period
- Free pick-up and delivery
- Minimum downtime

### A replacement unit is shipped to you within 48 Hours\*

That's right. With ViewSonic's Express Exchange Service program, you are guaranteed a replacement unit shipped to your registered location within 48 hours\* of your call. Once you are enrolled in the program, there's no limit to the number of times you can use the Express Exchange Service option — and we take care of the hassles and shipping charges.

### Enroll Now

Express Exchange Service is FREE for the first year of product ownership. To add two additional years of Express Exchange Service coverage, sign up anytime within the first 30 days of your covered product's warranty period. By enrolling immediately, you can avoid enrollment delays when you may need an instant response.

## It's easy to enroll

Complete the enrollment form on the reverse side and attach a copy of your product invoice. Fax to ViewSonic at (909) 444-5619 or mail to: Customer Support, ViewSonic Corporation, 381 Brea Canyon Road, Walnut, CA 91789.

or

Call Customer Support at **(866) 463-4775**.

It's that easy. You will receive confirmation of enrollment within 30 days. Then, if your projector goes down for any reason during the Express Exchange Service coverage period, just call our toll-free number at (866) 463-4775. We'll send you a replacement product and arrange to have the one you are returning picked up!<sup>††</sup>

(If a problem arises with your projector within the first 30 days of your purchase, see your dealer for a replacement product.)

## Enrollment prices for Express Exchange projector service

ViewSonic projector products carry a limited three (3) year warranty on parts and labor\*\* (excluding lamps) from the date of original purchase. ViewSonic offers a choice of two Express Exchange Service options on projector products. (Defective lamps or lamp replacements do not qualify for Express Exchange second and third year service replacement.)

*1-Year Express Exchange Service coverage, covering the first year of your standard three (3) year warranty.*

Portable Projectors (up to 8 lbs.) **Free**

Conference Room Projectors (over 8 lbs.) **Free**

*2-Year Express Exchange Service coverage for projectors covering the remainder of the standard three (3) year warranty.*

Portable Projectors (up to 8 lbs.) **\$149 u.s.**

Conference Room Projectors (over 8 lbs.) **\$199 u.s.**

Replacement unit guaranteed  
to ship within

**48 hours\*!**



**ViewSonic®**  
See the difference.®

# Purchase Form

## VIEWSONIC® EXPRESS EXCHANGE® SERVICE (CANADA)

Please Print Clearly.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Model Name:

Serial #:

Dealer Name: \_\_\_\_\_

Dealer Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ ZIP: \_\_\_\_\_

Dealer Phone: \_\_\_\_\_

Invoice No.: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Select the Express Exchange Service Plan (add applicable sales tax)  
Prices are in U.S. Dollars and may vary due to currency conversion.

- Portable Projectors\*\* (up to 8 lbs.) First-Year Coverage **Free**
- Conference Room Projectors\*\* (over 8 lbs.) First-Year Coverage **Free**
- Portable Projectors (up to 8 lbs.) 2-Year Coverage **\$149 u.s.**
- Conference Room Projectors (over 8 lbs.) 2-Year Coverage **\$199 u.s.**

### How Do You Plan To Pay?

- VISA®  MasterCard®  Discover®  American Express®

Credit Card #: \_\_\_\_\_ Exp: \_\_\_\_\_

Name as it appears on credit card: \_\_\_\_\_

(Mandatory) I hereby acknowledge that I have read and understood the terms and conditions as stated in this document and hereby agree to be bound by those terms.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your purchase form will only be accepted if a credit card number, card holder name and signature are included.

## ViewSonic Express Exchange Service Terms and Conditions

Express Exchange Service (the Program) is offered to all ViewSonic customers within Canada. The Program allows for the exchange of a non-working ViewSonic projector with a comparable refurbished unit, shipped within two (2) business days\* of the customer's phone call. The refurbished unit will be covered by the balance of the time remaining on the customer's original limited warranty (unless otherwise specified). NOTE THAT BY USING THIS PROGRAM THE CUSTOMER AGREES TO RETAIN A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE ORIGINAL DISPLAY OR PROJECTOR. THE ORIGINAL COVERED NON-WORKING DISPLAY OR PROJECTOR WILL NOT BE RETURNED TO THE CUSTOMER AND SHALL BECOME THE PROPERTY OF VIEWSONIC.

The Express Exchange Service program must be purchased within 30 days of the product's original purchase date. Once enrolled, the standard Express Exchange Service program is valid for the chosen term option. The Express Exchange Service is not transferable. The enrollment pricing and/or all applicable taxes are subject to change without notice. The program is valid only for the product serial number that is registered at the time of enrollment or for the product serial number of a replacement unit. You may cancel the program for a full refund within five calendar days of enrollment if you have made no service claims. Returns within the first thirty (30) days from the date you purchased your product are subject to the return policy of the Dealer. Please contact your Dealer for service.

Once it has been determined that the customer has a non-functioning product covered under warranty, ViewSonic will arrange for delivery of the refurbished replacement unit to, and pickup of the non-functioning unit from the customer's registered location. The exchange will occur on an expedited basis, usually within two (2) business days from receipt of the customer call\* and issuance of Return Material Authorization (RMA) number by ViewSonic's Customer Support Department. To ensure return of the product registered under the Program, a credit card "hold" for the value of the refurbished unit is required before it can be delivered. Your credit card will be charged if (a) you fail to return the defective product to ViewSonic within twenty (20) days and in the manner specified by

ViewSonic, (b) the serial number of the returned product does not match that of the registered product or (c) the defective product is returned with missing components. Missing parts will be charged to customers based on the following rates:

Remote Control	\$150 u.s. /each
AC Adapter	\$50 u.s. /each
Soft Carrying Case	\$50 u.s. /each
User Guide	\$20 u.s. /each

Loss of or damage to the covered product due to abuse, mishandling, improper packaging, alteration, accident, electrical current fluctuations or failure to follow operating, maintenance or environmental instructions prescribed in the covered product's User Manual is subject to a fee.

A ViewSonic projector returned under the Express Exchange Service program found to be non-functional due to a bad lamp may be subject to a \$499 fee to cover expenses. Lamps are not covered under Express Exchange Service. Projectors returned and non-functional due to a dirty filter are subject to a fee to cover expenses. ViewSonic recommends that filters are cleaned as part of the regular maintenance and care of your projector.

ViewSonic expressly disclaims any and all liability for delays in shipping or any resulting damages due to loss of use for any reason.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. THIS PROGRAM IN NO WAY EXPANDS OR ENHANCES THE APPLICABLE LIMITED PRODUCT WARRANTY.

\*Calls must be received by 12:00 p.m., Pacific Time, Saturdays, Sundays and major U.S. and Canadian holidays excluded. Subject to availability of replacement stock. \*\*3-year warranty limited to PJ250, PJ350, PJ500, PJ501, PJ550, PJ551, PJ750 and PJ1065 models purchased on or after May 1, 2002. Subject to Express Exchange Service terms and conditions. Specifications and pricing subject to change without notice. Selection, offers and programs may vary by country; see your ViewSonic representative for complete details. Corporate names, trademarks stated herein are the property of their respective companies. Copyright © 2003 ViewSonic Corporation. All rights reserved. [10031-00B-03/03\_0M]