

NEC Display Solutions Service+ Program Coverage Terms and Conditions

DEFINITIONS: “You” and “Your” indicates the purchaser of this service contract. “We”, “Us”, and “Our” indicate NEC Display Solutions of America (**NEC-DS**) the issuing manufacturer, the company obligated under this Service+ contract. “Service+ Contract” indicates the terms and conditions, limitations, exceptions and exclusions included herein and your purchase receipt constitute the entire agreement.

General Program Provisions

TERM: The term of the Service+ contract coincides with the original manufacture warranty length. Once activated, the program is valid during the original product warranty term. Any delayed purchase of a Service+ contract will be shortened to coincide with product warranty term. Price adjustments will not be reflected.

RECORDS: You may be asked to provide proof of purchase as a condition for receiving service under this program. Your original receipt should be kept with the contract in a safe place in the event you need it for reference.

COVERAGE:

- a. Service+ upgrades are intended for corporate and commercial use only and are not to be used for residential displays/projectors.
- b. Service+ is available in USA and Canada. The program only covers NEC-DS product distributed and purchased in the USA or Canada. Service+ offers and programs may vary by country; see your NEC-DS representative for complete Service+ Program details.
- c. Service+ is available to the original owner of the product and cannot be transferred.
- d. Service+ is valid for the product serial number that is activated OR the product serial number for the replacement unit where applicable.
- e. Service+ coverage coincides with the manufacture warranty. The registered display/projector must have a failure covered under warranty for Service+ contract to apply.
- f. Coverage is for the display/projector only. Hardware, software, accessories, and other non-NEC-DS product are not covered under this program. Customers are cautioned that product performance is affected by system configuration, software, the application, customer data, and operator control, among other factors. While NEC-DS products are considered to be compatible with many systems, the specific functional implementation by the customers of the product may vary. Therefore, the suitability of a product for a specific purpose or application must be determined by the customer and is not warranted by NEC-DS.
- g. Service+ contracts cannot be stocked at Distribution. At time of purchase end user information must be disclosed.
- h. Program excludes uninstalled DOA product. DOA is considered an out-of-the-box failure within 30 days of purchase. DOA failures should be handled through the distribution channel where purchased.

PURCHASER’S RESPONSIBILITIES

For the Service+ contract to remain valid, you must maintain your product in accordance with the conditions as outlined in the user’s manual and limited warranty specifications. You must assure full cooperation with the NEC-DS technical support agent and it’s authorized service provider(s), including accessibility of the covered product. If you request or obtain a non-covered repair, you will be responsible for all costs associated with the repair.

REGISTRATION:

- a. A contract with serial numbers activated will act as confirmation of the program. In the cases where the serial numbers are not activated, the end-user OR solution provider will be responsible for registering the display/projector (s) online at www.serviceplusactivate.necdisplay.com prior to calling for service.
- b. Any product that is not activated prior to calling for service will be considered to have the standard warranty.
- c. NEC-DS will not be responsible for any delay of service due to lack of contract activation.

IF YOU NEED SERVICE: Please call NEC Display Customer Service at **800-632-4662** (Desktop And Large Screen LCD/Plasma Displays) or **800-836-0655** (Projector). Service+ support is available M-F 7AM to 6PM CST excluding major holidays.

- a. An agent will troubleshoot your failure. If covered product is deemed defective by NEC-DS, at Our sole discretion, the agent will provide further service instructions as applicable to the product and the purchased services.
- b. Calls that require a replacement product shipped must be received prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available.
- c. Registration and coverage questions can be sent to Service_plus_Admin@necdisplay.com .

EXCLUSIONS – WHAT IS NOT COVERED:

- a. Loss of or damage to the covered product due to abuse, mishandling, improper packaging by the user/installer, alteration accident, electrical current fluctuations or failure to follow operating, maintenance or environmental instructions prescribed in the covered product's User Manual.
- b. Failures outside the manufacture's warranty terms and conditions.
- c. Any product where the serial number has been defaced, modified or removed.
- d. Delays caused by factors beyond our control, including, but not limited to carrier delays, availability of recipient, weather or acts of God.
- e. Delays caused by the product arriving damaged. Damage caused by NEC-DS or carrier will be rectified under another service request.
- f. Indirect, incidental, or consequential damages which include, but are not limited to, any delay in rendering service, loss of data, or loss of use during the service period.
- g. All service and support performed by someone other than NEC-DS or our authorized servicer will void your Service + coverage.

THE FOLLOWING PLANS ARE AVAILABLE FOR COVERAGE UNDER THIS SERVICE+ CONTRACT:

LCD Desktop Offerings (30"and Below)

Pre-paid Shipping Service

COVERAGE: Program coverage includes shipping costs of the replacement unit to the customer and return shipping of the defective units from the customer site. Replacement units typically ship within (2) business days from receipt of the customer call and will ship via (2) business day delivery service. Return shipping will be via ground service.

EXCLUSIONS:

- a. No reimbursement for shipping costs incurred when shipping is not arranged by NEC-DS.
- b. Improperly packaged returned goods will not be accepted. Please use NEC approved packaging materials.

Overnight Shipping Service

COVERAGE: To further minimize customer downtime, this coverage includes shipping the replacement monitor via overnight service instead of the standard warranty replacement terms. NEC-DS will ship outbound replacement using a (1) business day delivery service instead of standard warranty offering. Calls that require a replacement product shipped must be received prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which have similar or better features.

EXCLUSIONS:

- a. Does not include return shipping of the defective unit. If return shipping service is requested, customer must also purchase Pre-paid Shipping Service SKU.
- b. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- c. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply.
- d. Delivery restrictions as imposed by the carrier or customer.
- e. Postal codes not supported by the carrier for overnight or priority service.
- f. Exclusions as outlined in the general program provision section.

Onsite Exchange Service – Standard and Overnight Service

COVERAGE: Allows purchaser to upgrade standard advanced exchange program to include an onsite dispatch service. Coverage includes the shipping of the advanced replacement unit to the customer's site and return shipping of the defective unit via ground/LTL service. NEC-DS will ship outbound replacement using a (2) business day delivery service. NEC-DS must receive call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of original limited warranty.

Once shipment and arrival timeframe of the replacement unit to customer site is confirmed, the onsite technician will schedule an appointment with site contact. The technician de-installs the defective unit, re-installs the replacement, properly packages the return, and removes unit from customer site for shipment back to NEC-DS. Return shipping arrangements are coordinated by the technician and freight is covered by NEC-DS. The onsite technician will be responsible for recording return tracking information.

The overnight program further upgrades the outbound replacement shipment from the standard (2) business day delivery service to (1) business day service.

EXCLUSIONS:

- a. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c. Delivery restrictions as imposed by the carrier or customer.
- d. Postal codes not supported by the carrier for overnight or priority service.
- e. Overnight dispatch not guaranteed for remote locations outside 50 mile radius of major metropolitan areas.
- f. Site delivery of monitor by onsite technician; unit is shipped to customer's location to the attention of the provided contact.
- g. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h. Delays caused by the availability of the site contact. Onsite technician schedules an appointment time after the monitor has arrived and whenever the site contact is available.
- i. Delays caused by appointment time restrictions. Efforts will be made to accommodate site contact's schedule but accommodations are excluded from performance metrics.
- j. Delays caused by lack of up-front installation information such as height restrictions, security lock issues, security clearance issues, custom or unique cabinetry/enclosures or other non-standard installations.
 - Installation above 8 feet and/or requires special lift.
 - Non standard security mounting where site contact does not have tool to remove mounting hardware.
 - Security clearance issues that prevent onsite technician from being punctual to scheduled appointment.
- k. Shipping costs incurred when shipping is not arranged by NEC-DS.
- l. Defective unit not returned to NEC-DS through the onsite technician. Customer has 21 business days to return unit to NEC-DS to close out MRA. Non-returns are subject to the outbound replacement cost of the product.
- m. Exclusions as outlined in the general program provision section.

Large Screen Display Offerings (32" and Above)

Advanced Exchange – Standard and Overnight Service

COVERAGE: Allows the purchaser to upgrade service level from the standard repair and return warranty to an exchange program where the replacement unit is sent out to replace the defective unit before the defective unit is returned to NEC-DS. NEC-DS will ship outbound replacement using a (2) business day delivery service. NEC-DS must receive call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features. Return shipping of the defective unit via ground service is also included.

The overnight program further upgrades the outbound replacement shipment from the standard (2) business day delivery service to (1) business day service.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of original limited warranty.

EXCLUSIONS:

- a. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- d. Delivery restrictions as imposed by the carrier or customer.
- e. Postal codes not supported by the carrier for overnight or priority service.
- f. Removal or installation of the product.
- g. Shipping costs incurred when shipping is not arranged by NEC-DS.
- h. Defective unit not returned to NEC-DS. Customer has 21 business days to return unit to NEC-DS to close out MRA. Non-returns are subject to the outbound replacement cost of the product.
- i. Exclusions as outlined in the general program provision section.

Onsite Exchange Service – Standard and Overnight Service

COVERAGE: Purchaser receives the coverage of the Advanced Exchange program as well as an onsite dispatch service. Coverage includes the shipping of the advanced replacement unit to the customer's site and return shipping of the defective unit via ground/LTL service. NEC-DS will ship outbound replacement using a (2) business day delivery service. NEC-DS must receive call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of original limited warranty.

Once shipment and arrival timeframe of the replacement unit to customer site is confirmed, the onsite technician will schedule an appointment with site contact. The technician de-installs the defective unit, re-installs the replacement, properly packages the return, and removes unit from customer site for shipment back to NEC-DS. Return shipping arrangements are coordinated by the technician and freight is covered by NEC-DS. The onsite technician will be responsible for recording return tracking information.

The overnight program further upgrades the outbound replacement shipment from the standard (2) business day delivery service to (1) business day service.

EXCLUSIONS:

- a. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- b. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- c. Delivery restrictions as imposed by the carrier or customer.
- d. Postal codes not supported by the carrier for overnight or priority service.
- e. Overnight dispatch not guaranteed for remote locations outside 50 mile radius of major metropolitan areas.

- f. Site delivery of monitor by onsite technician; unit is shipped to customer's location to the attention of the provided contact.
- g. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- h. Delays caused by the availability of the site contact. Onsite technician schedules an appointment time after the monitor has arrived and whenever the site contact is available.
- i. Delays caused by appointment time restrictions. Efforts will be made to accommodate site contact's schedule but accommodations are excluded from performance metrics.
- j. Delays caused by lack of up-front installation information such as height restrictions, security lock issues, security clearance issues, custom or unique cabinetry/enclosures or other non-standard installations.
- k. Installation above 8 feet and/or requires special lift.
- l. Non standard security mounting where site contact does not have tool to remove mounting hardware.
- m. Security clearance issues that prevent onsite technician from being punctual to scheduled appointment.
- n. Shipping costs incurred when shipping is not arranged by NEC-DS.
- o. Defective unit not returned to NEC-DS through the onsite technician. Customer has 21 business days to return unit to NEC-DS to close out MRA. Non-returns are subject to the outbound replacement cost of the product.
- p. Exclusions as outlined in the general program provision section.

Projector – Mobile, Portable and Installation

InstaCare – Extended Service Plan

COVERAGE: This Service Plan begins on the last day of your one (1) year InstaCare coverage included in the NEC standard limited InstaCare warranty period for the covered projector and continues for a period of 1 or 2 additional years depending on purchase. InstaCare covers the projector only and does not cover the separate lamp warranty. The lamp received in an InstaCare replacement projector is covered for 500 hours or 90 days whichever comes first.

NEC-DS will ship outbound replacement using a (1) business day delivery service. NEC-DS must receive your call prior to 3:00 PM EST in order for product to ship the same day business day. Shipments are only made during regular business hours, M-F, excluding major holidays. Weekend and After-Hour Service is not available. If available, NEC-DS will ship the same model as the replacement or if unavailable, a "like" unit which has similar or better features.

Unless otherwise specified, the replacement unit will be covered by the remaining balance of the contract term and the length of original limited warranty.

Exclusions:

- a. Return shipping of the defective unit.
- b. Guarantee of the identical replacement product. Normal warranty replacement guidelines apply. Not responsible for delays resulting in identical model availability.
- c. A failure of the optical base (including LCD panels and polarizer) beyond 2,500 hours of projector usage.
- d. Normal decrease in lamp light output over time.
- e. Use of the product beyond normal operating conditions. Normal operating conditions are defined as product use not in excess of 8 hours per day and 260 days per year.
- f. Cartons, carrying cases, shipping cases, batteries, external cabinets, CDROM discs or any accessories used in connection with the product.
- g. Inventory availability caused by delays in reporting the failure. Service request should be made within several days of failure. No bulk requests.
- h. Delays caused by customer not ready to properly troubleshoot failure with agent at the time of call.
- i. Delivery restrictions as imposed by the carrier or customer.
- j. Postal codes not supported by the carrier for overnight or priority service. Standard carrier service will apply.
- k. Removal or installation of the product.
- l. Costs of technical adjustments, set-up, maintenance, removal and installations or adjustment of user controls.
- m. Defective unit not returned to NEC-DS. Customer has 21 business days to return unit to NEC-DS to close out MRA. Non-returns are subject to the outbound replacement cost of the product.
- n. Exclusions as outlined in the general program provision section.