

## WARRANTY BOOKLET FOR ACER PROJECTOR

### INTRODUCTION:

The Acer Projector models, as specified in the Warranty Table, purchased from the Acer Authorized Distributors, Resellers or Retailers (Authorized Vendors) in the Middle East and Africa Region (excluding SADC countries) shall be covered under Warranty as per the instructions in this booklet. This policy is effective October 1<sup>st</sup>, 2003.

### TERMS OF WARRANTY:

#### Warranty Statement:

Acer Computer M.E. Ltd. warrants the Acer Projector Models, as specified in the Warranty Table, (excluding Expendable Parts) that are purchased from the Acer Authorized Distributors, Resellers or Retailers (Authorized Vendors) in the Middle East and Africa Region excluding SADC countries against defects in materials or workmanship under normal use for the Warranty period defined in the Warranty table. Details of the Warranty are set forth in the remaining sections of this booklet.

The Acer Middle East and Africa Region comprises Bahrain, Cyprus, Egypt, Kuwait, Jordan, Syria, Morocco, Oman, Pakistan, Qatar, Saudi Arabia, U.A.E., Yemen & Africa (excluding SADC countries).

#### Warranty Table:

Model	Parts warranty (excluding Expendable parts)	Labour Warranty	Mode of Service
PD110, PD320, PD321, PD520, PD 721,	1 year	1 year	Carry-In

#### Warranty Period:

The Warranty period of the Acer Projector models, as specified in the Warranty Table is one year, which commences from the date of purchase of the Projector.

#### Warranty Identification:

The purchase invoice showing the date of purchase of the Acer Projector along with the serial number is the proof of the date of purchase. This Warranty extends only to the original purchaser and is non-transferable. If the original purchase invoice is not available, the Warranty shall be as per the date of Invoice of the Projector from Acer Computer (M.E.) Ltd. to its distributor. In the event of any dispute, the records of Acer Computer (M.E.) Ltd. shall be final.

#### Service Scope:

The Projector will be serviced under the Warranty period at Acer Computer (M.E.) Ltd., Dubai. The service consists of repair or replacement of parts covered by this Warranty.

#### Replacement of Parts:

All exchanged parts and products replaced under Warranty service will become the property of Acer. Acer reserves the right to replace defective parts with any serviceable used parts that meet the performance specifications of new parts.

#### Mode of Service:

The mode of service is 'Carry In', i.e. the Projector has to be shipped to Acer Computer (M.E.) Ltd., Jebel Ali Free Zone, Dubai, or brought in for the Warranty service. The cost of shipment of the Projector to Acer Computers (M.E.) Ltd. will have to be borne by the sender and the shipment should be on door delivery basis. The return freight cost shall be borne by Acer. The shipment shall normally be on door delivery basis, subject to local regulations, however,

- a) The customs duty and other levies at the destination point shall be borne by the receiver.
- b) In case, the courier service is not available, Acer may send the Projector by Post/ Airfreight / Sea Freight and the charges for the customs duty along with other levies shall be payable by the receiver.

	Freight Charges	Customs Duty and other levies
From Sender to Acer Computers (M.E.) Ltd.	Sender Pays	Acer pays
Return after repairs from Acer Computers (M.E.) Ltd	Acer Pays	Receiver pays

The sender is advised to insure the Projector both ways at the time of shipment. Acer shall not be responsible for any loss/ damage to the product during transit. The sender must ensure that the Projector is properly packed and it is advisable to use the original packing material to ship the Projector.

#### Turn Around Time:

The Warranty service will be performed within 10 business days from the date of receipt of the Projector at Acer Computer M.E. Ltd., Dubai.

#### Warranty Limitations:

1. The Warranty is limited to the Projector. It does not cover the replacement of the Projector.
2. The carry case is not covered under Warranty.
3. From the date of Projector Purchase, the original lamp installed shall have a 90-day or 500 hours usage Warranty period, whichever comes first and replacement Lamps purchased at the time of Projector purchase will have a 90-day or 500 hours usage Warranty, whichever comes first.

4. The Warranty shall be void if there is any damage due to misuse, tampering, physical breakage, transportation, weather, extreme temperatures, external electrical faults, liquid spills, smoke exposure, shock or fall of the Projector.
5. Acer is not responsible for any damage during transit of the Projector to and fro for the repairs. The sender is advised to insure the Projector both ways and also ensure proper packing before shipment. The sender must ensure that the Projector is properly packed and it is advisable to use the original packing material to ship the Projector.
6. Except Acer Computer (M.E.) Ltd, no one else is authorized to service the Projector.
7. The Warranty does not apply if any defect arises directly or indirectly due to use of parts not sold by Acer.
8. The warranty excludes product cleaning, repair, or replacement of plastics due to cosmetic damage and damage as a result of normal wears and tear.
9. The Warranty does not apply to the normal wear and tear of the Acer Projector and to the expendable parts unless specified otherwise. Expendable parts are those items that during the normal course of usage of the Projector will require periodic replacement.
10. The Warranty is applicable to only the Acer Projector models, as specified in the Warranty Table, sold in the Middle East and Africa region (except SADC countries in Southern Africa).
11. If any term in this booklet is preempted by or contrary to applicable provisions of the local law of the country where the Acer Product was purchased, then such term shall be preempted or superceded to the extent necessary in order to comply with such local law.

**EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, ACER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE DURATION OF THIS WARRANTY. IN NO EVENT SHALL ACER BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE ACER PROJECTOR PRODUCT OR ANY ACER SUPPLIED SOFTWARE WHICH ACCOMPANIES THE ACER PROJECTOR, EVEN IF ACER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR OR REPLACEMENT, AS APPLICABLE OR AVAILABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF THE ACER WARRANTY SET FORTH HEREIN.**

Some territories, provinces or countries do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some territories, provinces or countries do not allow limitations on how long an implied Warranty lasts. In such territories, provinces or countries, the exclusions or limitations of this Warranty may not apply to you.

This Warranty gives you specific legal rights. You may also have other rights that vary from jurisdiction to jurisdiction. You are advised to consult the laws of the applicable territory, province or country for a full determination of your rights.

## HOW TO OBTAIN WARRANTY SERVICE

The following procedure is to be followed in order to avail of the 'Carry In' Warranty service for the Acer Projector during the Warranty period.

1. The customer is advised to take the Projector to the Acer direct partner of the Projector. The proof of purchase i.e. the original purchase invoice is to be presented to the dealer.
2. The dealer would physically inspect the Projector for Warranty and submits the RMA (Return Material Authorization) form online (<http://www.acer.ae>) to obtain the approval for the Warranty service at Acer Computers (M.E.) Ltd. Dubai. The dealer is to ensure that the form is completely filled.
3. On Acer's approval of the RMA, the dealer will receive the confirmation through email along with the RMA number.
4. After the receipt of email confirmation, the Projector may be shipped to Acer Computer (M.E.), Dubai for the Warranty service. It is advised to ensure proper packing and insuring the product before shipping. Kindly refer to the shipment terms, which have been covered in the earlier section of this booklet.
5. After the service has been completed, the Projector will be shipped back to the dealer.
6. The RMA number is valid for 15 business days after the approval, i.e. the Projector has to be received at Acer Computer M.E. Ltd. within this period, else the RMA number will be void and a new RMA has to be requested.

## GENERAL INFORMATION / ENQUIRY:

For any further information or enquiry that you may have, you may contact our Call Center at:

Acer Computer (M.E.) Ltd.  
Customer Service Division  
PO Box 16951  
Jebel Ali Free Zone  
Dubai, U.A.E.

U.A.E. Hotline: 800-4711  
Tel: 00971-4-8813111  
Fax: 00971-4-8811077  
Email: [ProjectorRMA@acer-euro.com](mailto:ProjectorRMA@acer-euro.com)  
Web: [www.acer.ae](http://www.acer.ae)