One-year limited warranty - Platinum

Definitions:

The Distributor* of Platinum branded products warrants to you, the original purchaser of this new Platinum-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy brand or Future Shop brand retail store location or www.bestbuy.com or www.bestbuy.ca or www.futureshop.ca that are packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Platinum repair center or store personnel, Platinum will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Platinum and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Platinum Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy or Future Shop retail store location, please take your original receipt and the Product to any Best Buy or Future Shop store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased the Product from a Best Buy or Future Shop online web site (www.bestbuy.com, www.bestbuy.ca, or www.futureshop.ca), mail your original receipt and the Product to the address listed on the web site. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States call 1-888-BESTBUY, Canada call 1-866-BESTBUY for Future Shop call 1-800-663-2275. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy or Future Shop branded retail stores or websites to the original purchaser of the product in the county where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to acts of God, such as power surges
- Accident(s)
- Misuse
• Abuse
• Negligence
• Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
• Modification of any part of the Product, including the antenna
• Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
• Damage due to incorrect operation or maintenance
• Connection to an incorrect voltage or power supply
• Attempted repair by any person not authorized by Platinum to service the Product
• Products sold “as is” or “with all faults”
• Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
• Products where the factory applied serial number has been altered or removed
• Loss or Theft of this product or any part of the product
• Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
• Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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Contact Platinum:
For customer service please call 800-499-3964
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