ViewSonic Warranty Process NZ

At ViewSonic, we believe in customer satisfaction and are committed to maintaining a healthy and long-term relationship with every company and individual with whom we do business. We strive to understand your interests and concerns, and treat you with respect, courtesy, and consideration. Now with the introduction of **Online RMA service system**, you can not only apply for any desired Repair / Service of ViewSonic products at the click of a button but also check the status of your repair unit in an easy and convenient way.

To get service in New Zealand, please provide the following to us:

1. A description of the problem.
2. **Video footage of faulty symptom** (download to your cloud provider i.e., OneDrive, drop box, google drive etc send us the link).
3. **Photo of serial number** at back of product.
4. **Proof of purchase** - A photo or scanned copy of the original dated sales slip.
5. Your full name, delivery address, email address and contact number.

# Service Contact

| **By Telephone in New Zealand** | **By Email** |
| --- | --- |
| **New Zealand: 0800 008 822** | [Send your inquiries to us](https://www.viewsonic.com/nz/contact/) |
| **ViewSonic Product Family** | **For New Zealand** |
| Monitors [all] | 3 Years Pickup, Repair and Return |
| Projectors [all except for M series / Laser Projectors] | 3 Years Pickup, Repair and Return [Lamp and spare parts 1 Year or 1,000 hours] |
| Projectors [M series] | 1 Year Pickup, Repair and Return |
| Commercial Displays- CDE-series | 5 Years Pickup, Repair and Return |
| Interactive Flat Panels | 5 Years Pickup, Repair and Return |
| Slot-in-PC(for Commercial display and IFP) | 1 Year Pickup, Repair and Return |
| All product groups | 30 Days DOA Replacement except dead pixel 14 Days |

# ViewSonic® Limited Warranty

ViewSonic warrants its products to be free from defects in material and workmanship during the warranty period, which varies from product to product. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with the same model or a model of equal or greater value. Replacement products or parts may include remanufactured or refurbished parts or components. As part of our comprehensive on-site warranty, ViewSonic will arrange a courier to pick up and return your item. It must be packed securely for transportation, preferably in their original packaging.

**Limitation of Implied Warranty**

To the extent allowed by local law, this product is provided to you "As is" without warranties or conditions of any kind, whether oral or written, express or implied. ViewSonic specifically disclaims any implied warranties or conditions of merchantability, satisfactory quality, non-infringement, and fitness for a particular purpose.

**What the warranty does not cover:**

* Any product on which the serial number has been defaced, modified, or removed.
* Damage, deterioration, or malfunction resulting from:
  1. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  2. Repair or attempted repair by anyone not authorized by ViewSonic.
  3. Damage to or loss of any programs, data, or removable storage media.
  4. Software or data loss occurring during repair or replacement.
  5. Any damage of the product due to shipment.
  6. Removal or installation of the product.
  7. Causes external to the product, such as electric power fluctuations or failure.
  8. Use of supplies or parts not meeting ViewSonic's specifications.
  9. Normal wear and tear.
  10. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
  11. Any other cause which does not relate to a product defect.
  12. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
  13. Software - Any third-party software included with the product or installed by the customer.
  14. Hardware/Accessories/Parts/Components - Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
* Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
* The Product sold and labelled as "AS IS", "WITH ALL FAULTS" or similar disclaimer, including replacement of missing parts or accessories from those sales, or purchased through an unauthorized online seller.
* Removal, installation, and set-up service charges, including wall-mounting of product.

**Exclusion of damages**

ViewSonic’s liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

* Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of their possibility of such damages.
* Any other damages, whether incidental, consequential, or otherwise.
* Any claim against the customer by any other party.
* Personal data. It is the responsibility of the customer to ensure all personal data has been backed up. As part of the repair/service procedure, ViewSonic may erase all customers personal data and settings.

**Limitation of implied warranties**

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

**Limited warranty for software**

The software not pre-installed is not covered within the product's warranty. ViewSonic assumes no responsibility for any software subsequently installed by the customer and any possible consequential breakdown or damage. ViewSonic will not be responsible for loss of data on the pc under any circumstances. Customers are encouraged to back up all data on their pc before sending the pc for service. Any software that accompanied the ViewSonic product is on an "as is" basis. ViewSonic does not warrant the operation of any or all the software programs pre-loaded or added to the product.

# ViewSonic Product Purchases Outside Australia and New Zealand

For ViewSonic products purchased outside Australia and New Zealand, (ex. Amazon International purchase), please contact your authorised ViewSonic dealer in your region for applicable warranty, service, and repair information for your country. [Look up our locations here.](https://www.viewsonic.com/us/locations)