

Epson's 4 year on-site hardware and lamp warranties exclusive for education customers. Available on the Epson EMP-400we.

Activating your Epson service

Epson will become obliged to provide services to you only when you exercise your option and register the service with Epson using the registration/activation form on the Epson website www.epson.co.uk/free4yearwarranty-form. Before activating the service and accepting Epson's offer to provide services, you should read these terms and conditions so that you are clear about the service to be provided, the scope of Epson's liabilities to you and your responsibilities.

The projector must be in working condition. We will not provide maintenance services if the projector was faulty at the time of registration. You must be able to provide proof that less than 4 years have elapsed since the projector was purchased new by its first user (a dated receipt or invoice). We may ask for proof during registration/activation or before we repair your projector.

Geographical coverage

Epson services provided with this pack are available within mainland UK, Northern Ireland, the Republic of Ireland, islands having a direct road connection to them or the Isle of Wight. To purchase services outside these territories, contact a dealer or Epson office in the territory where you intend to use the projector.

The service.

Epson's 4 year on-site hardware warranty extends the standard Epson projector warranty provided with your projector from 3 years to a period of 4 years from the date the projector was purchased as a new item. It also provides 4 years on-site warranty for the projector lamp from the date the projector was purchased as a new item. The lamp warranty applies only to projectors used in LOW brightness mode. In the event of lamp failure in the projector covered by this warranty, the faulty lamp will be replaced by our on-site engineering service. An on-site engineer will collect the faulty lamp and fit the new lamp in to the projector. The new lamp will be provided only when collecting the faulty lamp.

Epson will not provide lamp warranty service if:

- the faulty lamp will not be available for collection.
- the lamp failure will be a result of incorrect maintenance or lack of maintenance care for the projector and lamp.
- the projector has not been used in a LOW brightness mode.

In the UK our target is to repair or replace faulty projectors next working day. In the Republic of Ireland our target is to repair faulty projectors next working day or provide a loan projector next working day and collect the faulty projector for repair. Projectors will normally be returned after repair within 5 working days of collection. Next working day applies to calls received before 3:30pm.

Epson projector warranty

If your Epson projector or its accessories fail to operate to its specification during the warranty period, we, as the original supplier of your projector, or an authorised Epson contractor (depending on your location) will repair or replace it.

You may be offered support and advice to help cure the fault or to determine the type of fault. If your projector needs repair, you will be advised what arrangements will be made to repair or replace it. If it is connected to other equipment (such as mountings, brackets and peripherals) and we do not believe it is safe for us to access it or disconnect it, we will ask you to make arrangements for safe access or disconnection before any repair or replacement can be carried out.

This service does not cover the calibration of other products which may be connected to or may be used with the repaired or replacement projector. Repairs will ensure that your projector provides satisfactory performance consistent with its age and usage. Replacement projectors will be equivalent to the projector being replaced and may be quality assured refurbished units. Replacement projectors are permanent replacements and the unexpired warranty period of the original projector will be transferred to the replacement projector. Loan projectors will be equivalent to the projector which needs repairing and may be refurbished units.

If your projector fails after the warranty period has expired: chargeable out of warranty repairs can be performed by locally authorised Epson service agents. Contact your dealer or your local Epson office for details.

For optimum performance from your Epson projector: we recommend you only use genuine Epson consumables and options. For information and stockists, contact your dealer or your local Epson office. This warranty does not affect any legal rights you have against the person who supplied your Epson projector - it is additional to those rights. The warranty period begins when the projector is purchased by its first user. The warranty is not a guarantee or promise that your Epson projector will conform to its specification or will not fail (the specification for Epson projectors is that defined by the manufacturer of the projector). You will need to provide proof (receipt or invoice) that the projector is within the warranty period before any repair or replacement is carried out. Depending on the model, its age, location and the nature of the fault, we or a contractor appointed by us will decide to arrange for your projector to be either repaired or replaced with a quality assured refurbished unit.

We will not provide warranty repair or replacement if, in our opinion, the problem resulted from externally caused damage, use outside the projector's specification or from the use of options, parts or consumables which are not Epson branded or approved. This warranty does not cover modification or correction of any software, including drivers or other software supplied by us with the projector, which are subject to the licence supplied with the software. We accept only a liability to repair or replace your projector as described in this document. We do not accept any additional liability (except for loss or damage caused by our negligence to the extent that this cannot by law be restricted or excluded). This warranty shall be interpreted according to English law.

Limits to the service

This warranty applies to the EMP-400We projector only. The projector must be within mainland UK, Northern Ireland, the Republic of Ireland, islands having a direct road connection to them or the Isle of Wight. The service will not be provided if, in Epson's view, the projector has been subjected to:

- modification, unauthorised or inexpert repair, unauthorised or inexpert attempted repair
- miss-use, including any use outside the projector's specification, excessive or inappropriate use, or use in an adverse or abnormal environment
- the fitting parts or consumables which are not Epson branded

Faults that are not covered

If the engineer is asked to service any equipment other than the covered projector (or one from which the serial number has been removed or tampered with) or if the service is one that is excluded from cover, Epson will charge you for the cost incurred. If these costs are not paid within 28 days, cover will be terminated. If you wish the engineer to proceed with a repair which is not covered, you must agree terms and authorise payment at that time.

What this agreement covers

This agreement is an agreement for the supply by Epson of specified services on the Epson projector bearing the serial number registered with Epson when the service was activated or equipment which Epson has provided to replace it under the terms of its manufacturers warranty. It is not a policy of insurance. Nor is it a warranty, guarantee or other promise that your Epson projector will not fail or that it meets any particular quality standard. It does not extend the rights you obtained in this respect at the time you bought the projector.

By this agreement, Epson accepts no additional liability in respect of defects in the projector beyond a liability to provide the services as described. This agreement does not affect any existing legal rights you have against the person who supplied your Epson projector or against Epson. It is additional to them.

Liability that Epson accepts

The following provisions set out Epson's entire liability (including any liability for acts and omissions of its employees agents and sub-contractors) to the other in respect of: a) any breach of its contractual obligations including breach of warranties arising under this agreement; b) any representation statement or tortuous act or omission including negligence arising under or in connection with this agreement; and c) any action arising out of a misrepresentation by or on behalf of either party; arising in connection with the performance or contemplated performance of this agreement or out of an act done or omission made as a consequence of the entry into by either party of this agreement. Subject to the below the total liability which Epson shall owe to you and in respect of all claims shall not exceed the sum equal to the fee paid by you for the service. Epson shall not in any circumstances be liable to you, whether in contract, tort or otherwise, for loss, whether direct or indirect, of business, revenue or profits, anticipated savings or wasted expenditure or for any indirect or consequential loss whatsoever. Notwithstanding anything to the contrary herein contained, Epson's liability to you for death or personal injury resulting from the negligence of Epson, its employees, agents or sub contractors shall not be limited save that nothing in this paragraph shall confer a right or remedy upon you to which you would not otherwise be entitled.

Definitions

"Epson", "we" and "us" is Epson (UK) Ltd of Campus 100, Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 7TJ. or a contractor appointed by us.

"the service" is 4 year on-site hardware and onsite lamp warranty service.

"Working hour" means any hour in the working day.

"Working day" means the hours between 9.00am and 5.30pm, Monday to Friday, excluding any national bank or public holidays in the UK, Northern Ireland or the Republic of Ireland and any days falling between Christmas and New Year.

"Your specified address" is the address given by you as the location of the projector covered by the service. The specification for Epson projectors is that defined by the manufacturer of the projector.