

## PROFESSIONAL DISPLAY STANDARD GUARANTEE CONDITIONS

### CONDITIONS OF GUARANTEE APPLICABLE IN

European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Monaco, Montenegro, San Marino, Serbia, Switzerland and the United Kingdom.

Thank you for purchasing a Professional display (the "Product") which is covered by this Guarantee.

1. This Guarantee covers all professional displays which are used in the countries listed above. The Guarantee is in addition to, and does not in any way affect, any statutory or other rights of consumer purchasers. The guarantee period is 36 months from date of purchase of the Product by its first end user. The Guarantee is applicable to the original purchaser only.

2. The Product shall have been purchased and used solely for normal purposes in accordance with the standard operating instructions and product specification document.

3. The Guarantee covers breakdowns due to initial manufacturing or design faults of the Product; it does not apply to damage, however caused, wear and tear, neglect\* or incorrect installation, adjustment or repair. The Guarantee does not apply to optional accessories and Products or items of a limited natural life or which is consumable.

4. In the unlikely event your Product fails, please first check the "Trouble-Shooting" section of the Operating Instructions. If after checking the operating instructions, you consider that the Product is defective, please contact your original Installer or Maintenance provider. Alternatively register your Product and submit an online repair order on <https://business.panasonic.eu/service>.

5. After receiving the report that the Product is defective, Panasonic's service agent will collect the faulty Product and the repair will be carried out at the service agent's workshop. For certain products, Panasonic's service agent will come to your location to repair the Product "on site" (depending upon fault and installation). The final decision on whether the Product will be repaired "on site" or collected and repaired at the service agent's workshop is at the discretion of Panasonic.

6. Your sole and exclusive remedy under this Guarantee against Panasonic is for the repair or at Panasonic's discretion, the replacement of the Product, or any defective part or parts thereof. No other remedy, including, without limitation, incidental or consequential damage or loss of whatsoever nature, shall be available to the purchaser.

7. This Guarantee is valid for Products purchased in the above-mentioned countries and which originally have been put on the market in any of these countries by a company within the Panasonic Group.

8. This Guarantee covers any parts, labour and logistics required to resolve any Product malfunction covered by the Guarantee. Installation / de-installation shall be arranged by the purchaser and the cost shall be covered by the purchaser.

9. This Guarantee and any dispute or claim arising out of or in connection with it or its formation shall be governed by and construed in accordance with German Law. The courts of Hamburg, Germany, shall have exclusive jurisdiction to settle any dispute or claims arising out of this Guarantee or in connection with it or its formation.

10. In this Guarantee, "Panasonic" means the company identified below:

Panasonic Marketing Europe GmbH  
Hagenauer Strasse 43,  
65203 Wiesbaden  
Germany

\*Neglect includes the failure to clear the dust or any obstructions from the ventilation ports on the rear of the Product and also panel burn in / image retention resulting from fixed image use.