

PLANAR WARRANTY PROCEDURE

You will need the serial number and part number of the display, to check if the display is still under warranty. *The numbers can be found on the back of the display on a label.*

PLANAR US and Canada
Phone: +1-866-PLANAR1 (1-866-752-6271) or (503) 748-5799

Planar full support hours are 6:00 AM PST to 4:00 PM PST Monday through Friday.

The Warranty / RMA Status Check Tool is located at <http://www.planar.com/warrantyrma/>

Call Planar at 1-866-752-6271 and press 1 for technical support

Planar will ask:

What exactly are the symptoms the display is having?

What are some things you have tried?

Be prepared to answer these questions.

Most likely they will ask for someone to be next to the display while troubleshooting.

After troubleshooting and the issue is not handled, they will then issue an RMA.

If You are approved for a new unit, Planar has two exchange options:

'Advanced Exchange', and 'Return and Replace'.

With **Advanced Exchange** Planar would cover shipping cost both ways. This method requires a credit card authorization for the full MSRP value, NOT A CHARGE, just an authorization for liability purposes. The credit card must be a 'credit' card only, debit/check cards will be charged.

Planar will first send you the replacement unit. *You will have 30 days to return the defective unit.*

>If the display is smaller than 32", they will send a new unit with a pre-paid shipping label on the outside of the packaging for you to use when sending the defective item back.

>If the display is bigger than 32", they will send a new unit on a pallet, and you will need to call Planar back with the RMA number to have them come pick up the unit.

Upon Delivery

- Immediately take the replacement out of the box and test it to confirm satisfaction. Please immediately reuse the same packaging to package your defective product. If the display came on a pallet, the old unit must be strapped back to this pallet and shipped upright.
- When returning the defective unit, do not include any: cables, power supplies, or other accessories unless instructed to do so; for Planar is not responsible on returning it.

Once the defective unit is ready to be sent back, call 866-752-6271, select option 1, then option 1 again, reference the RMA #, and let Planar know you would like to finish an Advanced Exchange. They will then send you an email confirmation of the transaction.

With **Return and Replace** the customer would cover the shipping costs to Planar, and Planar would cover the costs when shipping the new replacement unit to customer. Customer would first send Planar the defective unit, and once Planar receives it at their repair depot, Planar would send customer the replacement.

Planar does not provide any resources to hang the display. It is something that a typical building engineer could easily do; however, if you as the customer want someone else to complete that part of the installation, Informetrics can make arrangements for that, for a cost.