

HCC Limited LCD Warranty

Hill Country Computer (hereinafter referred to as HCC) warrants to the original purchaser (defined as the customer that has purchased equipment directly from HCC) that this 15", or 17" LCD monitor will be free from defects in materials and workmanship for a period of **three (3) years** from the date of invoice.

This warranty is a limited warranty and; if the monitor proves to be defective in material or workmanship during the warranty period, HCC will, as the sole remedy for a breach of this warranty, repair or replace the unit with a similar product of equivalent or better performance at no additional cost, when the monitor is **delivered freight prepaid** in the original shipping package to the servicing facility. In the event HCC receives the monitor in a shipping package no longer deemed appropriate for return shipping, HCC will notify the customer and will require the customer to purchase a new shipping package prior to return shipment. Replacement unit or parts may include remanufactured or refurbished parts or components.

HCC uses high quality LCD displays that have very few non-performing pixels. Anomalies in pixel appearance may occur during manufacturing; however, additional bright or dark pixels should not appear over time. To ensure the highest quality displays HCC uses the following pixel policy.

HCC will replace 15" LCD panels when there are **five (5) or more** bright or dark pixels or a combination of **eight (8) or more** bright and dark pixels. HCC will replace 17" LCD panels when there are **six (6) or more** bright or dark pixels or a combination of **eight (8) or more** bright and dark pixels.

It is possible that any replacement display may also have some non-performing sub-pixels. This **should be considered** when requesting a warranty exchange.

HCC will complete warranty service within a period of time deemed reasonable by HCC and return the repaired system unit to the customer freight prepaid by normal surface transportation routing. (Typical in-house turn around time is 2-5 business days dependant upon parts availability, etc...)

This warranty will be void if, in the sole opinion of HCC, the unit has been serviced by someone other than authorized by HCC, causes external to the product such as electric power fluctuations or failure, damage by accident, damage due to shipment, misuse, misapplication, neglect, fire, water, lightning, lack of proper maintenance, unauthorized product modification, act of nature, normal wear and tear, any other cause which does not relate to a product defect, or failure to follow supplied user instructions.

HCC IS NOT LIABLE AND SPECIFICALLY DISCLAIMS ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF A BREACH OF THIS WARRANTY, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In order to take advantage of this warranty, the customer must provide a valid proof of purchase.

HCC will **deny any claim** for warranty repair if the serial number has been defaced or removed.

ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

HCC's LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. HCC SHALL NOT BE LIABLE FOR:

1. 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.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

HCC will continue to service its products, even after the standard warranty expires. In the event that a product fails outside of the warranty period, contact **972.633.0135**. A technical service & support representative will provide you with repair options and estimated costs. HCC will contact the customer after the unit has arrived at the servicing facility with a more exact estimate of the anticipated repair cost. Once the unit is received at the servicing facility, should the customer choose not to have the unit repaired, HCC will impose a \$25.00 handling fee."

This warranty gives you specific legal rights, and you may also have other rights that vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.