

**PROFESSIONAL DISPLAY STANDARD GUARANTEE CONDITIONS:
ADVANCED SWAP SERVICE (Products purchased between February 2017 – March 2020)**

Standard	Entry	Video Wall	Advanced Professional	Interactive – Collaboration
TH-42LF8W	TH-65LFE8E	TH-49LFV8W		
TH-49LF8W	TH-48LFE8E	TH-55LFV70W	TH-55SF1HW	TH-50BF1E
TH-55LF8W	TH-43LFE8E	TH-55LFV60W	TH-49SF1HW	TH-65BF1E
TH-55SF2E	TH-55LFE8E	TH-55LFV8W	TH-42SF1HW	TH-80BF1E
TH-49SF2E	TH-32EF1E	TH-55VF1HW	TH-70SF2HW	TH-75BQE1W
TH-43SF2E	TH-84EF1W	TH-55LFV6W	TH-80SF2HW	TH-65BFE1W
TH-65SF2E	TH-75EF1W	TH-47LFV5W	TH-42LF80W	TH-55LFE8-IR
TH-49SQ1W	TH-65EF1E	TH-55LFV9W	TH-49LF80W	TH-43LFE8-IR
TH-55SQ1W	TH-43EQ1W		TH-55LF80W	TH-48LFE8-IR
TH-65SQ1W	TH-50EQ1W	Outdoor LCD	TH-70LF50ER	TH-65EF1-IR
TH-86SQ1W	TH-55EQ1W		TH-80LF50ER	TH-75EF1-IR
TH-98SQ1W	TH-65EQ1W	TH-47LFX6NW		TH-84EF1-IR
TH-55AF1W	TH-75EQ1W	TH-47LFX60W	Interactive – Signage	TH-43EQ1-IR
TH-49AF1W	TH-86EQ1W			TH-55EQ1-IR
TH-42AF1W	TH-43CQ1W			TH-65EQ1-IR
TH-98LQ70W	TH-50CQ1W		TH-55AF1-SST	TH-75EQ1-IR
TH-84LQ70W	TH-55CQ1W		TH-49AF1-SST	TH-86EQ1-IR
TH-98LQ70LW	TH-65CQ1W		TH-42AF1-SST	TH-86SQ1-IR
TH-84LQ70LW	TH-75CQ1W		TH-42LF80-SST	TH-98SQ1-IR
	TH-86CQ1W		TH-49LF80-SST	
			TH-55LF80-SST	

CONDITIONS OF GUARANTEE APPLICABLE IN

European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, 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 with model numbers as listed above and which are used in the countries listed above. The Guarantee exists in addition to the statutory and/or contractual dealer warranty and does not in any way restrict your rights as a buyer out of such warranty or under any applicable consumer protection law. The guarantee period is 36 months from date of purchase of the Product by its first end user. It applies only to Products purchased between 1st February 2017 and 31st March 2020. For products that fall outside this window, please refer to the Standard Terms and Conditions.

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. Excluded from the Guarantee are:

- (i) Any Products or parts which have a limited natural life or which is consumable, such as but not limited to batteries;

- (ii) Defects resulting from failure to use the Product in accordance with the operating instructions or the technical and/or safety standards of the country where the Product is used;
- (iii) Defects caused by accident, fire, neglect*, misuse, wear and tear, improper use, improper installation, smoke contamination, laser burn, introduction of liquid or other foreign matter into the Product or occurring during transportation to or from the purchaser; and
- (iv) Defects caused by the use of non-Panasonic parts or accessories or caused by adjustment, repair, modification or dismantling by a person not so authorised by Panasonic.

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, register your Product and submit an online repair order on <https://business.panasonic.co.uk/service>, alternatively, please contact Panasonic's Central Service Team either by email on business.service@eu.panasonic.com or by phone, together with this Guarantee and proof of date of purchase. Local telephone contact numbers can be found on <https://business.panasonic.eu/telephone-service>.

5. Once Panasonic have confirmed hardware failure, we will instruct our Authorised Service Partner to arrange delivery of a replacement Product to your preferred location. Please retain the packaging from the Advanced Swap Product and ensure that you adequately pack the faulty Product using our packaging. Once the Product has been received, please contact our Service Partner to arrange collection of the faulty Product, which must be available for collection within 5 days from delivery of the replacement Product. Failure to pack the faulty Product correctly or a delay in returning it may result in a charge and/or future availability of the Advanced Swap operation.

6. Your sole and exclusive remedy under this Guarantee against Panasonic is for the replacement of the Product with the same Product or a functionally equivalent Product, or at Panasonic's discretion, the repair 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 covers any parts, labour and logistics required to resolve any Product malfunction covered by the Guarantee. Installation / de-installation and re-configuration / re-calibration shall be arranged by the purchaser and the cost shall be covered by the purchaser.

8. This Guarantee is valid for Products purchased in the above-mentioned countries between 1st February 2017 and 31st March 2020 and which originally have been put on the market in any of these countries by a company within the Panasonic Group.

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 panel burn in / image retention resulting from fixed image use.