

EXTRA CARESM ROAD SERVICE

EXTRA CARE ROAD SERVICE

EPSON offers its projector customers FREE Extra Care Road Service, which runs concurrently with the two year basic warranty, based on the terms and conditions described in your *User's Guide*. *IN ORDER TO RECEIVE ROAD SERVICE, YOU MUST REGISTER YOUR PRODUCT BY SELECTING "REGISTER ONLINE" ON THE CD-ROM THAT CAME WITH YOUR PROJECTOR.* Registering now will avoid potential delays in responding to your Road Service request.

IT'S LIKE HAVING A TECHNICAL EXPERT WITH YOU AT EVERY TURN.

IT COULD HAPPEN.

You could have a breakdown on the road. We know how valuable time is, especially when you're traveling. Now you can leave your home or office with confidence, knowing that EPSON'S Extra Care Road Service provides you with the projector support you need.

WE AIM TO PLEASE.

We're committed to customer satisfaction. Our Extra Care Road Service offers a level of support unsurpassed in the industry—it's easy, fast, and free. No other projector manufacturer offers a service package so in tune with your needs.

A NEW LEVEL OF SECURITY.

Our program has been specifically designed to cover our projectors in the unlikely event of a failure. Because of this feature, you don't have to wait for your unit to be repaired. Instead, we'll ship you a replacement projector anywhere in the United States or Canada via overnight delivery. When the replacement unit arrives, simply return the original unit to us within three days, using the pre-paid airway bill and packaging we provide—and you're ready to go!

Note: In most cases, the replacement unit is not new, but EPSON-refurbished. If it is important to receive your original unit back, please use the basic carry-in service instead of Road Service.

IT'S EASY.

Wherever you are, we're just a phone call away. To reach us, call (800) 637-7661 and enter the PIN provided on your PrivateLine® Technical Support card. If you do not have your PIN, call (562) 276-4394 (in Canada call (905) 709-3839) from 6:00 AM to 6:00 PM (Pacific Time), Monday through Friday. You'll speak to one of our expert technical support representatives to see if you need a replacement unit to get up and running again.

FOR YOUR CONVENIENCE.

An Extra Care Road Service sticker is located on the bottom of your projector so you will always have our telephone number with you.

IT'S FAST.

We'll ship your replacement unit via overnight delivery. We will do our best to ship the same day if we receive your call before 3:00 PM (Pacific Time). We will ship on the following business day for calls received after 3:00 PM.

ALL YOU NEED IS A CREDIT CARD.

To provide this service, all we need is your Master Card, Visa, Discover Card, or American Express number as a security deposit* for the return of your original unit. Original units not returned will be charged to your credit card.

If you choose not to use a credit card, please let the technical support representative know and he or she will refer you to your nearest authorized service center for carry-in service.

IT'S FREE.

While under EPSON's two-year limited warranty, replacement units are free. And the overnight shipping is always on us, both ways.

LIMITATIONS.

The Road Service Program is for emergency situations, which occur when you are away from home or office. It covers the principal components of the projector. All other options and accessories will be handled through the basic warranty service. The Road Service Program does not cover third party options and accessories and is limited to the terms and conditions stated in your *User's Guide*. The Road Service Program does not vary the terms and conditions of the basic warranty except as expressly stated in this brochure.

* You must have \$3,500 of available credit so that EPSON may charge your account \$3,500 to secure the return of the original unit. Upon receipt of the original unit, this charge is reversed.

EPSON EXTRA CARE ROAD SERVICE

For Support and Service Requests call

In the US

(800) 637-7661 - Requires PIN

(562) 276-4394

In Canada


(905) 709-3839

6:00 AM to 6:00 PM PST

Monday–Friday.

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