

EXTRA CARESM HOME SERVICE

EXTRA CARE HOME SERVICE

EPSON offers its projector customers Extra Care Home Service, which is included with your Epson projector Limited Warranty. *WE ENCOURAGE YOU TO PLEASE REGISTER YOUR PRODUCT.* You can fill out the registration card that came with your projector. Or register online at <http://www.epson.com/webreg>.

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

IT COULD HAPPEN.

You could have a problem with your projector at a critical moment, and we know how important it is to be able to watch the big game or a special movie. EPSON'S Extra Care Home Service provides you with the projector support you need.

WE AIM TO PLEASE.

We're committed to customer satisfaction. Our Extra Care Home Service offers a level of support that's easy, fast, and free.

SECURITY WHEN YOU NEED IT.

Our program has been designed to provide coverage to you if your projector fails. Because of this feature, you don't have to wait for your projector to be repaired. Instead, we'll ship you a replacement projector anywhere in the United States or Canada (Puerto Rico and U.S. Possessions excluded). When the replacement projector arrives, simply return the original projector to us within five days, using the pre-paid airway bill and packaging we provide—and you're ready to go!

Note: In most cases, the replacement projector is an EPSON-refurbished unit. If it is important to receive your original projector back, please use the basic carry-in service instead of Home 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 technical support representatives to see if you need a replacement projector to get up and running again.

IT'S FAST.

We can usually ship the replacement projector out to you within one business day.

ALL YOU NEED IS A CREDIT CARD.

To provide this service, we will need a MasterCard, Visa, Discover, or American Express card number as a security deposit* to secure the cost of the replacement projector in the event that you fail to return the defective one. Original projectors 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.

During your two-year limited warranty, the replacement projector and the shipping both ways is on us.

LIMITATIONS.

The terms of your Epson Limited Warranty still apply. This Home Service Program is intended for emergency situations and covers the principal components of the projector. All other options and accessories will be handled through the basic carry-in warranty service. The Home Service Program does not cover third party options and accessories.

* You must have enough available credit so that EPSON may charge your account to secure the return of the original unit (the amount will be up to 85% of the MSRP for the projector). Upon receipt of the original unit, this charge is reversed.

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For Support and Service Requests call:

In the US
(800) 637-7661 – Requires PIN
(562) 276-4394

In Canada
(800) 637-7661 – Requires PIN
(905) 709-3839

6:00 AM to 6:00 PM Pacific Time
Monday–Friday.

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