

PAN EUROPEAN GUARANTEE FOR REFURBISHED BROADCAST PRODUCTS

CONDITIONS OF GUARANTEE

1. This Guarantee covers all Panasonic Broadcast Refurbished Product with the model numbers listed below ("Products") which are used in the following countries: European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Montenegro, Serbia, Switzerland, Monaco, San Marino and the United Kingdom. The Guarantee exists in addition to the statutory and/or contractual dealer warranty and does not restrict your rights as a buyer of such warranty.

2. The Guarantee period for all Refurbished Product is 180 days and runs from date of purchase of the Refurbished Product by the end user. In order to activate the Guarantee, the Product must be registered on <https://service.eu.connect.panasonic.com> within 30 days of purchasing the Product. When registering a Broadcast Refurbished Product, please use the model number and serial number that can be found on the Refurbished Product packaging and the included Certificate of Refurbishment.

This will be verified when a claim is made under the Guarantee. When making a claim under the Guarantee, a copy of the original sales receipt of the Broadcast Refurbished Product must be presented showing the date of purchase.

3. The Guarantee covers Panasonic Broadcast Refurbished Products which means a pre owned device that has been refurbished and tested, and which essentially complies with the original specification, excluding minor cosmetic imperfections that do not affect the functional performance of the Refurbished Product and is suitable for ordinary use. During the Guarantee period Panasonic will repair the Product free of charge or replace defective parts. At its option, Panasonic may replace the Product. Any exchanged Product or parts replaced under this Guarantee become the property of Panasonic.

4. If, after repeated efforts, Panasonic is unable to restore the Product to good working order, at Panasonic's discretion, Panasonic may replace the Product with an identical or functionally equivalent Product.

5. The purchaser's sole and exclusive remedy against Panasonic under this Guarantee is for the repair of the Product or any parts (or, at Panasonic's discretion, replacement of the Product or any defective part or parts thereof or a total or partial refund). No other remedy, including, without limitation, any claim for incidental or consequential damage or loss of whatsoever nature, shall be available to the purchaser.

6. Excluded from the Guarantee are:

- (i) Accessories, such as but not limited to remote controls, filters and cables and any Products or parts which have a limited natural life or are considered consumable, such as batteries. Exchangeable Lenses are covered by the original Manufacturer's warranty.
- (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.

7. 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, please log in <https://service.eu.connect.panasonic.com> and place an online repair order.

8. If the country of use is different to the country of purchase, service will be provided in accordance with the terms and conditions applicable in the country of use.

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 Connect Europe GmbH
Hagenauer Strasse 43
65203 Wiesbaden
Germany

11. Guarantee period

This Guarantee period for the Products is as follows:

	Model Number
180 Days Warranty Cover	AW-HE40-R AW-HE120-R AW-HE60-R AW-HE130-R AW-UE150-R AW-UE70-R AW-UE100-R