

TV Warranty

One-year limited warranty on parts and labor

Covers units purchased as new in the United States, Canada, Mexico and Puerto Rico only.

VIZIO provides a warranty to the original purchaser of a new Product against defects in materials and workmanship for a period of one year of non-commercial usage and ninety (90) days of commercial use. If a Product covered by this warranty is determined to be defective within the warranty period, VIZIO will either repair or replace the unit at its sole option and discretion.

To obtain warranty service, contact VIZIO Technical Support via email: TechSupport@VIZIO.com or via phone at (855) 833-3221 from 7:00AM to 11:00PM Monday through Friday and 10:00AM to 6:00PM Saturday and Sunday, Central Time, or visit www.VIZIO.com. Pre-authorization must be obtained before sending any product to a vizio service Center. Proof of purchase in the form of a purchase receipt or copy thereof is required to show that a Product is within the warranty period.

Parts and Labor

There will be no charge for parts or labor during the warranty period. Replacement parts and units may be new or recertified at VIZIO's option and sole discretion. Replacement parts and units are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service or replacement, whichever is greater.

Types of Service

Defective Products must be sent to a VIZIO service center to obtain warranty service. VIZIO is not responsible for transportation costs to the service center, but VIZIO will cover return shipping to the customer. Pre-authorization is required before sending any unit in for warranty service.

Product returns to VIZIO's service centers must utilize either the original carton box and shipping material or packaging that affords an equal degree of protection. VIZIO Technical Support will provide instructions for packing and shipping the covered Product to the VIZIO service center.

Limitations and Exclusions

VIZIO's one-year limited warranty only covers defects in materials and workmanship. This warranty does not cover, for example: cosmetic damage, normal wear and tear, improper operation, improper voltage supply or power surges, signal issues, damages from shipping, acts of God, any type of customer misuse, modifications or adjustments, as well as installation and

set-up issues or any repairs attempted by anyone other than by a VIZIO authorized service center. Products with unreadable or removed serial numbers, or requiring routine maintenance are not covered. This one year limited warranty does not cover Products sold "AS IS", "FACTORY RECERTIFIED", or by a non-authorized reseller.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED OR DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. VIZIO'S TOTAL LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER INCLUDING VIZIO'S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PRODUCT. VIZIO SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE. CHECK www.VIZIO.com FOR THE MOST CURRENT VERSION.

Personal Data

If your VIZIO product is capable of storing personal data and other information, ALL CONTENTS AND INFORMATION WILL BE DELETED IN THE COURSE OF SOME IN-HOME AND ALL SHIP-IN WARRANTY SERVICE. If this occurs, your product will be restored to you configured as originally purchased. You will be responsible for restoring all applicable data and passwords. Recovery and reinstallation of user data is not covered under this Limited Warranty. In order to protect your personal information, VIZIO recommends that you always clear all personal information from the unit before it is serviced, regardless of the servicer.

PC Warranty

ZERO BRIGHT PIXEL DEFECT GUARANTEE

This policy covers 'zero bright pixel' defects for the duration of the limited 'ONE YEAR WARRANTY' on select new product purchases. To determine if this guarantee applies to your product, refer to the [Zero Bright Pixel Policy](#).

PC Warranty Details

This limited warranty covers VIZIO computers purchased as new in the United States, Canada, Mexico, and Puerto Rico. VIZIO provides a one-year limited warranty and up to one year of complimentary telephone technical support to the original purchaser of new computers against

defects in materials and workmanship for a period of one (1) year of normal consumer (non-commercial) usage and up to ninety (90) days for commercial use. This limited warranty is non-transferrable. If a computer covered by this limited warranty is determined to be defective within the warranty period, VIZIO will, unless otherwise required by applicable law, either repair or exchange the computer at its sole option and discretion.

How to Obtain Warranty Service (Pre-authorization required)

To obtain warranty service, contact VIZIO Technical Support via email: TechSupport@VIZIO.com (an email agent will respond to your inquiry within one business day) or via phone at (855) 833-3221 from 5:00AM to 7:00PM PST, or visit www.VIZIO.com. PRE-AUTHORIZATION MUST BE OBTAINED BEFORE SENDING ANY COMPUTER TO A VIZIO SERVICE CENTER. Proof of purchase in the form of a purchase receipt or copy thereof is required to show that the computer is within its warranty period.

Exchange

Should VIZIO elect to exchange a computer due to a covered defect during the warranty period, the replacement unit may, at VIZIO's sole option and discretion, be new or one which has been recertified, reconditioned, refurbished or otherwise remanufactured from new or used parts and is functionally equivalent to the original computer.

Repair: Parts and Labor

There will be no charge for parts or labor to repair a computer for a covered defect during the warranty period. Replacement parts may, at VIZIO's sole option and discretion, be new, used, reconditioned, refurbished or otherwise remanufactured or recertified as functionally equivalent replacement parts.

Remaining Warranty

Repaired or exchanged units are warranted for the remaining portion of the computer's original warranty or for ninety (90) days from warranty service or exchange, whichever is longer. Any upgrade to the original computer will be covered only for the duration of the original warranty period.

Returning Your Computer for Warranty Service

VIZIO is not responsible for transportation costs to the service center, but VIZIO will cover return shipping to the customer. Computer(s) returned to VIZIO's service center must include all parts and accessories and must be shipped in a single shipment in either the original carton box and shipping material or in packaging that affords an equal degree of protection. Replacement boxes and shipping material may be available from, or required by, VIZIO. VIZIO Technical Support will provide instructions for packing and shipping the covered computer to the VIZIO service center. Please read the "Software, Personal Data, and Other User Stored Information"

section below for very important warnings regarding data loss on Computers returned for any type of warranty service (repair or exchange)."

Exclusions

VIZIO's one-year limited warranty only covers defects in materials and workmanship. This limited warranty does not cover, for example: abuse, accident, acts of God, consumable parts such as batteries (unless the battery's fully charged capacity falls below 50% of its rated capacity within the first year from the date of purchase) and protective coatings, cosmetic damage (e.g. scratches, dents, cracks), damage caused by use with non-VIZIO products (e.g. accessories, housing, parts or software), damages from shipping, improper installation or operation, improper voltage supply or power surges, lack of reasonable use, misuse, modifications or alterations, normal wear and tear or aging, all software including but not limited to operating system software and any and all applications even if distributed by VIZIO, as well as installation and set-up issues or any tampering or repairs attempted by anyone other than by a VIZIO authorized service center. Computers with unreadable or removed serial numbers or requiring routine maintenance are not covered. This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a VIZIO system after the system is shipped from VIZIO; accessories or parts that are not installed in the VIZIO factory. All monitors, keyboards, and mice not shipped as original equipment with your computer are not covered. This one year limited warranty does not cover computers sold "AS IS", "FACTORY RECERTIFIED", or by a non-authorized reseller.

Limitations

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED OR DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. VIZIO'S TOTAL LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER INCLUDING VIZIO'S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE COMPUTER. VIZIO SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, INFORMATION OR DATA INCLUDING THAT CONTAINED IN OR STORED ON ANY DEVICE RETURNED TO VIZIO, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH THE COMPUTER IS CONNECTED, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, LOSS OF GOODWILL, LOSS OF REPUTATION, LOSS OF, DAMAGE TO, OR CORRUPTION OF INFORMATION, DATA SOFTWARE OR APPLICATIONS (INCLUDING ANY COSTS ASSOCIATED WITH RECOVERING, PROGRAMMING, OR REPRODUCING ANY INFORMATION, DATA SOFTWARE, OR APPLICATIONS STORED ON OR USED WITH VIZIO PRODUCTS, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE COMPUTERS), OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. NO ORAL

OR WRITTEN REPRESENTATIONS MADE BY VIZIO OR ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCT, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, VIZIO DOES NOT WARRANT THAT THE OPERATION OF ANY COMPUTERS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THIS LIMITED WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE. CHECK www.VIZIO.com. FOR THE MOST CURRENT VERSION OF THIS WARRANTY.

In the event that any term or provision contained in this limited warranty is found to be invalid, illegal or unenforceable by a court of competent jurisdiction, then such provision shall be deemed modified to the extent necessary to make such provision enforceable by such court, taking into account the intent of the parties. The invalidity in whole or in part of any portion of this limited warranty shall not impair or affect the validity or enforceability.

Recertified Warranty

Ninety day limited warranty on parts and labor

Covers units purchased as recertified in the United States, Canada, Mexico and Puerto Rico only.

IF THIS WARRANTY DOCUMENT IS RECEIVED ALONG WITH A UNIT WHICH IS PROVIDED TO THE CUSTOMER AS A WARRANTY REPLACEMENT, THE WARRANTY OF THE PURCHASED UNIT MAY SUPERSEDE THIS ONE. SUCH A REPLACEMENT UNIT IS WARRANTED FOR THE LATER OF EITHER THE REMAINING PORTION OF THE ORIGINAL WARRANTY (AS SPECIFIED BY THE ORIGINAL WARRANTY DOCUMENTATION AND DERIVED FROM THE ORIGINAL PURCHASE DATE) OR THE WARRANTY PERIOD SPECIFIED HEREIN (AS DERIVED FROM THE DATE THE REPLACEMENT UNIT IS RECEIVED).

VIZIO provides a warranty to the original purchaser of its products against defects in materials and workmanship for a period of ninety (90) days of non-commercial use. If a VIZIO product is defective within the warranty period, VIZIO will either repair or replace the unit at its sole option and discretion.

To obtain warranty service, contact VIZIO Technical Support via email: TechSupport@VIZIO.com or via phone at (855) 833-3221 from 6:00AM to 9:00PM Monday through Friday and 8:00AM to 4:00PM Saturday and Sunday, Pacific Time, or visit www.VIZIO.com. Proof of purchase in the form of a purchase receipt or copy thereof is required.

Parts and Labor

There will be no charge for parts or labor during the warranty period. Replacement parts and units may be new or recertified at VIZIO's option and sole discretion. Replacement parts and units are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service or replacement, whichever is later.

Types of Service

Units 30" or larger will usually be serviced in-home. In-home service requires complete and easy access to the unit and does not include de-installation or re-installation of the product. However, in some cases, it may be necessary to send the unit to a VIZIO service center. VIZIO will cover the transportation charges to and from the same customer location.

Units less than 30" must be sent to a VIZIO service center. VIZIO is not responsible for transportation costs to the service center, but VIZIO will cover return shipping to the customer. Pre-authorization is required before sending any unit in for service.

Any returns to VIZIO's service centers must utilize either the original carton box and shipping material or a replacement box and material provided by VIZIO. VIZIO technical support will provide instructions for packing and shipping the unit to the VIZIO service center.

Limitations and Exclusions

VIZIO's ninety-day limited warranty only covers defects in materials and workmanship. Items not covered include but are not limited to cosmetic damage, normal wear and tear, misuse, signal issues, power surges, and damages from shipping, acts of God, any sort of customer misuse, installation, customer modifications, adjustments, and set-up issues. Units with unreadable or removed serial numbers, "image burn-in", and routine maintenance are not covered. This warranty does not cover products sold "AS IS" or by a non-authorized reseller.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED OR DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. VIZIO'S TOTAL LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE DISPLAY. VIZIO SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON

HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE. CHECK www.VIZIO.com FOR THE MOST CURRENT VERSION.

Service and Parts Information

Electronic spare parts / out of warranty service

Electronic Spare Parts

VIZIO offers these supplier parts contact information for your convenience. In the event service is needed on your VIZIO product (after the warranty period) and a replacement part is required, please contact one of the following VIZIO authorized spare parts distributors with the required part number.

Vizparts.com, Inc.
21301 Ferrero Parkway
City of Industry, CA 91789
Phone: (888) 260-7765
Phone: (909) 839-1100
www.vizpartsdirect.com

Out of Warranty Service Providers

Indusys Technology, Inc. (ITI)
Phone: (888) 248-2708 (English and Spanish) - Option #2
Hours of operation:
Monday - Friday 6:00 AM to 6:00 PM PST
Saturday 8:00 AM to 12:00 PM PST
Email: VizioRepair@itiworldwide.com
www.ITIworldwide.com

HDRepair
Phone: (800) 713-2678 (English and Spanish)
Hours of operation:
M-F: 8:00 AM – 10:00 PM (EST)
SAT: 10:00 AM – 6:00 PM (EST)
www.hdrepair.com
Status Of Repair

Return Policy for Direct Vizio Sales

VIZIO's return policy allows for products purchased directly from VIZIO to be returned by the original purchaser during the initial thirty (30) day period following the date of purchase. A VIZIO return authorization number must first be obtained as provided below. The refund will be the purchase price actually paid by the purchaser less a ten percent (10%) restocking fee per each item returned. Shipping and handling are not refundable.

The return authorization number must first be obtained from VIZIO's Customer Service by emailing CustomerSupport@VIZIO.com or by calling (855) 833-3221, 6:00AM to 9:00PM Pacific Time, Monday through Friday, and 8:00AM to 4:00PM Pacific Time, Saturday and Sunday. Please note that holiday hours may vary. For up to date information, please visit www.VIZIO.com

Products must be returned to the address specified by VIZIO Customer Service and must be shipped in the original packaging, with freight prepaid to VIZIO, and must be received in new and unused condition. The return authorization number must be included in the packaging. VIZIO reserves the right to assess fees for any damaged or missing parts in addition to the ten percent (10%) restocking fee.

Return authorization numbers are valid for only fifteen (15) days from issuance. The customer is responsible for and must prepay all shipping charges and shall assume all risk of loss or damage to the product while in transit to VIZIO. If the product is returned to VIZIO (i) without a VIZIO return authorization number, and/or (ii) beyond the fifteen (15) day period, and/or (iii) without proper packaging, VIZIO retains the right to refuse delivery of such return or may return the unit to the customer at the customer's expense and with no refund issued.

For defective products, please see VIZIO's "ONE-YEAR LIMITED WARRANTY" terms and conditions.

PLEASE DO NOT RETURN YOUR UNIT TO VIZIO WITHOUT PRIOR AUTHORIZATION.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.