



EIZO

ARCADIA Corporation Pty Ltd A.B.N.62 076 770 277

Trading as

EIZO OCEANIA

Oceania Head Office: Unit 7 / 6 Herbert St St Leonards, NSW 2065 02 9462 7500 Sales@eizo.com.au
New Zealand Office: L21, 151 Queen St Auckland Ph:09 379 8480 Fax: 029 379 9064 sales@eizo.co.nz

Pixel Policy

EIZO OCEANIA, as the exclusive distributor of EIZO products in Australia and New Zealand, offers a limited "Zero Faulty Pixel Policy" for selected model ranges from 1st December 2009 until further notice.

1. Zero Faulty Pixel Policy: Applicable Products

- ColorEdge CG Series, FlexScan SX Series and RadiForce Series monitors.
- For all other models – Eizo Oceania will honour a warranty claim for more than two faulty pixels.

2. Warranty Conditions

- DOA period – 14 days from purchase date or 100 operating hours (whichever comes first).
- Valid faulty pixel claims within the DOA period will be gladly met with full replacement.
- Claimed monitors found to exceed the stated DOA period will be returned.
- Faulty sub pixels (one third of one pixel) are not covered by this guarantee.

3. To escalate a claim

- Submit a claim form online, or download from <http://www.eizo.com.au/support/warranty/index.asp> and email support@eizo.com.au.
- Immediately stop using the monitor and repack securely it in the original packaging complete with all accessories. Operation hours can be checked through the Screen Manager menu under "Information".
- Return the completed claim form by email or fax and attach a copy to the monitor box before shipping to:
EIZO Oceania Unit 7 / 6 Herbert St St Leonards NSW 2065
- A replacement unit will be dispatched following receipt of the claim form and faulty unit.