

# InFocus

## **INTRODUCING OUR NEW AUSTRALIA 2-YEAR DOORSTOP WARRANTY PROGRAM!**

Effective 1 June 2007, InFocus is pleased to introduce the new DoorStop Warranty Program available to all InFocus customers in Australia – a premium value-added service program provided FREE of Charge with any projector purchased under warranty.

The new program applies to both new and current products under warranty – the standard limited product and lamp warranty (2 years and 6 month respectively) still apply.

Here is how it works:

1. Customer will call the Australia Hotline number at 1800 630 957
2. Upon initial contact, the call centre agent will determine if the service issue can be diagnosed over the phone or if a service job is required
3. If a service job is required, the customer will then provide the call centre agent with the necessary contact information which will then be passed on to an Australian service centre
4. The local service centre will contact directly to arrange for a 3<sup>rd</sup> party logistic provider (Toll) to pick up the unit for servicing.
5. Once the unit is repaired, it will be returned to the customer by a 3<sup>rd</sup> party logistic provider (Toll)

\* Proof of Purchase will be required to validate a warranty repair & insure projector is packed safely for the transit (original packaging may be useful for this purpose)

### **CUSTOMER SUPPORT**

Australia: 1800 630 957

