



### **Service / Repair Terms and Conditions**

By booking in your repair, you are accepting all following terms and conditions

1. Any repair booked in as an in-warranty repair and deemed to be **out of warranty** by Panasonic – return shipping will become the responsibility of the owner all associated cost will be charged to the customer, unless prior arrangements are made.
2. For all repairs deemed out of warranty and or No Fault Found, there is an Inspection Fee of \$25. This Inspection Fee is excluding any freight costs.

Payment must be made to Panasonic or its Service center prior to goods being shipped at all times

### **Packaging goods for collection**

Please ensure that on the outside of the box, you have clearly labeled:

Panasonic / Sunland  
Attn: Suite -Tool Repair  
Address: 4394 Liberty St, Aurora, IL 60504  
Email: [PanasonicToolRepair@sunlandls.com](mailto:PanasonicToolRepair@sunlandls.com)  
Phone #: 630.405.7255 ext. 101

### **Following all repairs:**

1. Labor and spare parts used in repairs will be warranted for three months from the time of repair for out of warranty repairs and for the balance of the warranty period remaining on the original warranty for in warranty repairs.
2. Parts installed in the unit become the property of the customer.
3. All faulty parts remain the property of Panasonic.

### **Following all Exchanges:**

The balance of the warranty period remaining on the original warranty, for in warranty Exchanges applies.

### **Repair estimate:**

Panasonic will provide a repair estimate for out of warranty work.

The estimate must be accepted or rejected within 2 weeks from date the estimate is provided to you. If Panasonic receives no advice from you within a further 90 days of our estimate being provided to you and/or you do not arrange for the collection of the product from Panasonic by that time, you acknowledge that Panasonic will become the beneficial owner of the product and you will release all rights over the product to recover or make any claim from Panasonic. Panasonic further reserves the right to dispose of the unit, if following the 90 day period, you do not respond to Panasonic or arrange for the collection of the product.

Panasonic Service provides a three months warranty on work completed. This is limited to parts replaced and labor performed on the job.



## **Service Warranties**

Where a service involves the replacement of a product or part, the replaced product or part becomes Panasonic's property, and the replacement product or part becomes your property.

The replacement product or part will be in proper working order and functionally equivalent to the original product or part. The replacement product or part may not be new.

Except to the extent permitted by law the replacement product or part will be warranted for the balance of the period remaining on the warranty of the original product.

Products and/or parts presented for repair may be replaced by refurbished product or parts of the same type rather than being repaired. Products and parts that are repaired may be repaired using refurbished parts. Product repair may result in the loss of data, if the product to be repaired contains or is capable of retaining user generated data.

## **Exclusions**

The services do not cover the following:

- a. Loss of or damage to your data.
- b. Any software programs, except to the extent that is stated in these terms and conditions.
- c. Failure or damage resulting from misuse, accident, modification, unsuitable physical or operating environment, natural disasters, power outages, or improper handling or maintenance.
- d. Damage caused by non authorized service providers.
- e. Peripheral or third party products except to the extent that is stated in these terms and conditions.
- f. Failure of or damage caused by third party products.
- g. Any technical or other support, such as assistance with questions and those regarding product set up and installation except to the extent stated in these terms and conditions.

## **Limitation of Liability**

Panasonic is only responsible for the loss or damage to your product only while it is in its possession or in transit, if Panasonic is responsible for the transportation.

Panasonic is not responsible for the loss or disclosure of any data, including any confidential information, proprietary information, or personal information, contained in the product.

Except as otherwise excluded by law, Panasonic, including its officers, employees and affiliates or service providers shall not be liable for any of the following even if informed of their possibility regarding of whether the claim is based upon contract, warranty, negligence, strict liability or other forms of liability 1) Third party claims for damages, 2) Loss of, disclosure of, or damage to data, 3) special, incidental, consequential, punitive or indirect damages, or 4) any loss of profits, business revenue, goodwill or anticipated savings. In no case shall the total liability of Panasonic, its officers, employees, affiliates or service providers for damages from any cause exceed the amount of actual direct damages, not the amount paid for the product or service.

## **General**

If you obtain services from Panasonic, your contact information, including name, phone numbers, address and email address may be collected by Panasonic from you directly or from our authorized service providers and used in connection with performing the services. We may also contact you to inquire about the services. In accomplishing these purposes, we may provide your information to a third party or related party we use to support us in providing the services. These third parties and related parties may be located outside of the United States. We require all parties to whom we disclose your contact information to only use that information for the purposes of supporting Panasonic to provide the services. We may also provide your contact information where required or permitted by law.