

## Pan European Guarantee for HD Visual Communications Systems

### CONDITIONS OF GUARANTEE APPLICABLE IN

European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Monaco, Montenegro, San Marino, Serbia, Switzerland and the United Kingdom.

Thank you for purchasing a Panasonic HD Visual Communications System (the "Product") which is covered by this Guarantee.

1. This Guarantee covers all Panasonic HD Visual Communications Systems (HDVC) which are used in the countries listed below. This Guarantee is an addition to, and does not in any way affect, any statutory or other rights of consumer purchasers.
2. The guarantee period applicable to all products shall be 36 months from date of purchase. It is a condition of the Guarantee that the original sales receipt be presented showing the date of purchase.
3. 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 will 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) Any products or parts which have a limited natural life, or which is consumable, such as but not limited to batteries or connecting leads
  - (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 authorized by Panasonic.
  - (v) Installation, configuration and on-site support
  - (vi) Support of customers network.
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 [business.panasonic.co.uk/service](https://business.panasonic.co.uk/service) and place an online repair order.
8. This Guarantee is only valid in the territories of the European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Monaco, Montenegro, San Marino, Serbia, Switzerland and the United Kingdom for products purchased and used solely within these countries, and which originally have been put on the market in any of these countries by a company within the Panasonic Group.

9. 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, except where the guarantee period in the country of purchase is longer than that in the country of use, in which case the guarantee period shall be that in the country of purchase.

10. 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.

11. In this Guarantee, "Panasonic" means the company identified below.

Panasonic Marketing Europe GmbH

Hagenauer Strasse 43,

65203 Wiesbaden,

Germany