

Warranty

We believe that when you make a great TV, standing behind it is easy and simple. To us this means offering a one-year replacement warranty. If you have a problem with your TV during the first year, we will do our best to provide a resolution. If we are unable, we promise to replace your TV.

52 inch televisions and below:

Step 1. Call our live Tech Support at 855-MY-SEIKI and we'll see if we can resolve the issue over the phone.

Step 2. If the problem can't be handled over the phone, send it back to us and we'll replace it.

55 inch televisions and above:

Step 1. Call our live Tech Support at 855-MY-SEIKI and we'll see if we can resolve the issue over the phone.

Step 2. If the issue can't be solved over the phone, we'll send a qualified technician to you.

Step 3. If the problem can't be handled by the technician, we'll replace it.

All replacement units resume the existing warranty. No warranty period is extended.

Customer must use a secured method transport to SEIKI Warranty Service Center.

Customer is responsible one way shipping cost to SEIKI Warranty Service Center.

(Outside of the Continental United States the customer is responsible for all shipping charges to and from the Seiki Warranty Service Center.)

Contact Us

- customerservice@seiki.com
- Phone: 855-MY-SEIKI
- Website: <http://www.seiki.com/index.php>