

WARRANTY & SERVICES

LIMITED PRODUCT WARRANTY

Your quality Sylvania product is warranted to be free from manufacturer's defects in material and workmanship, provided that the unit is used under the normal operating conditions intended by the manufacturer.

If you encounter any problems with your product, please look through our FAQ and Trouble Shooting Forums. You can also download a wide variety of user manuals from our Customer Service Webpage located at www.Curtisint.com/support/manuals.asp.

If you cannot find the product support that you need from our website, please contact our customer service department. If you are in USA or Canada, please dial 1-800-968-9853. If you are in UK, dial 0-800-032-5264. Our customer service is open 24 hours a day and 7 days a week.

TERMS OF WARRANTY

Curtis International Ltd. warrants all appliances and televisions (kitchen TV excluded) to be free from defects in materials and workmanship for 90 days on labour and 1 year on parts from the purchase date.

Products other than appliances and televisions are warranted to be free from defects in materials and workmanship for 90 days on labour and 90 days on parts from the original purchase date.

If you originally purchased your product more than 90 days ago, a repair fee may apply.

TO OBTAIN REPAIRS UNDER THE TERMS OF THIS WARRANTY

1. The original purchaser must present a copy of the original bill of sale and the service warranty card.
2. Any alterations, abuse, misuse, battery corrosion or accidental damage voids the warranty.
3. The warranty does not cover cabinets and accessories.
4. No warranty or insurance contained or set out shall apply when damage or repair is caused by power failure; damage in transit or when moving the unit; improper power supply; use for commercial or industrial purposes; service calls resulting in customer education, etc.
5. To begin the RMA process, please note that you **MUST** obtain an RMA number **prior** to returning your product for warranty based support.
6. The defective product should be mailed to:

In Canada	In the U.S.A.
Curtis International Ltd. 315 Attwell Drive Etobicoke, Ontario Canada, M9W-5C1 C/O Personal Repair	Curtis International Ltd. C/O Lotus International Company 6880 Commerce Blvd. Canton MI 48187 U.S.A.

7. If mailing the product, the freight must be prepaid and a money order for \$7.00 should be included to cover the cost of insurance and the return of the product. The money order must be made payable to Curtis International Ltd.
8. Curtis International Ltd. reserves the right to repair or replace the part(s) which have become defective at their discretion.
9. Please make sure to include your complete name and mailing address (including phone number), copy of bill of sale and description of defect with your product.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.