

Warranty Certificate for LCD Monitors

being bought by end customers after [01.06.2014].

Dear SHARP Customer,

Your SHARP Device (as described below) has been manufactured to the highest standards of care, attention and quality. Should your Device, within the Warranty Period (as described below), suffer a defect caused during manufacture then, subject to the terms below, you may, in addition to your statutory rights, bring a claim against SHARP Electronics Europe Ltd or its subsidiary in the country in which the product was purchased (hereinafter 'SHARP'). The disclaimers, exclusions, and limitations of liability under this warranty ('Warranty') will not apply to the extent prohibited by applicable law. For a full description of your legal rights you should refer to the laws applicable in your country and you may wish to contact a relevant consumer advisory service. This Warranty is in addition to your legal rights in relation to the Device.

This Warranty is subject to the following terms.

1) Warranty Territory

The Warranty applies only to SHARP LCD Monitors (Information Displays, Interactive Whiteboards and Touchscreens) supplied by **SHARP Electronics (Europe) Ltd.** and their subsidiaries in the EU, Norway, Russia and Switzerland and which have been installed by the customer in these territories ('Devices' and/or 'Devices').

The Warranty applies only to Devices installed with a standard wall mount (VESA standard) and which do not exceed an installation height of 210 cm (measured from the top of the Device). If these installation specifications are not applicable to your Device, please contact your supplier of the Device ('Supplier') or SHARP for information on the applicable warranty.

Please contact SHARP should you have any questions as to the applicability of this Warranty to your Device.

2) Scope of Warranty

SHARP warrants, for a period of 3 years from the date of invoice by the Supplier or SHARP to you ('Warranty Period'), that the Device, under normal use, has no production-related defect caused during the production of the Device or within the materials used in the production of the Device. For the avoidance of doubt the Warranty Period does not begin on the date of installation of the Device.

The Warranty does not cover the cost of any modification or adjustments required by, or defects caused as a result of technical requirements or safety standards within the country in which the Device is used where that country is a different country to that in which the Device was purchased. All defective Devices or components of Devices which have been replaced by Sharp during the Warranty Period shall become the property of SHARP.

A repaired or replaced Device will benefit from the remainder of the Warranty Period or for ninety days from the date of repair or replacement, whichever is the longer.

3) Extension Option

SHARP shall, at its discretion, offer you the opportunity to extend the Warranty for a further two years beyond the Warranty Period ('Extended Warranty Period'). Please contact your Supplier or SHARP to find out about the conditions relating to the Extended Warranty Period. Please note that in order to benefit from the Extended Warranty Period you must contact your Supplier or SHARP within 30 days of purchase of your Device.

The Extended Warranty Period shall not be offered if you rent or lease your Device to a third party or otherwise use it as part of a rental or leasing business.

4) Transfer of the Warranty

The Warranty is not transferable and any transfer in ownership of a Device shall not entitle either you or any third party to any extension of the Warranty Period or any rights other than those contained in the Warranty. The rights contained in the Warranty are for the sole benefit of the original purchaser of the Device and shall not be enforceable by any third party.

5) Performance of the Warranty by SHARP

SHARP shall repair or replace a defective Device at its discretion. The cost of transporting the defective Device to and from SHARP for this purpose shall be borne by SHARP provided that the return of the Device to SHARP for repair or replacement has been authorized by SHARP. SHARP shall be under no obligation to provide you with a replacement device or a loaned device during a period in which you have returned the Device for repair or replacement.

6) Warranty Exclusions

The Warranty shall not cover defects caused by or resulting from:

- Any improper use of the Device. Improper use shall include (but shall not be limited to) non-compliance with the specifications for installation, failure to maintain and operate the device

in accordance with the documents accompanying the Device, such as the operation manual, the user guide, the installation instructions, the set-up instructions and safety information.

- The Device being subjected to any of the following: inadequate cleaning, rough handling, exposure to moisture, dampness or extreme thermal or environmental conditions or rapid changes in such conditions, corrosion, oxidation, accidents caused by forces of nature, spillages of food or liquids or exposure to chemical products.
- Any of the following (unless authorized or approved by SHARP): modifications or repairs to the Device, opening up of the Device, using connections with or tampering with the Device or use of spare parts in the Device.
- Defects caused by inadequate or improper installation of the Device.
- Any other misuse of the Device.
- Any occurrences or acts beyond the control of SHARP.
- Anything else that is not associated with the intended use of the device.
- Being equipped with a standard wall mount which is not a VESA standard wall mount and / or exceeding an installation height of 210 cm (measured from the top of the device).
- Defects in relation to the pixels of the Device (including but not limited to defects in the pixel brightness). Such defects will be considered by SHARP on a case by case basis and may at its discretion provide repairs in respect of such defects.

Liabilities arising from the following incidences are NOT excluded under the terms of this Warranty:

- Liability for death or personal injury
- Liability fraud or fraudulent misrepresentation
- Liability for breach of implied terms relating to:
 - Title
 - Quiet possession
 - Device matching its description and/or being fit for purpose and/or conforming to samples
- Liability for defective products

7) Enforcement of Warranty

In order to enforce the Warranty, you must have proof of purchase, invoice and delivery note and the registration certificate specifying the model name, the serial number, and, if available, the reference / project number for the Device. The claim under the Warranty must be verified by SHARP, or your Supplier.

Claims under the Warranty must be brought to the attention of SHARP by telephoning the helpline on [02038081092] within six months of discovery of the defect or within six months of the defect being discoverable on a reasonable inspection of the Device,

whichever is the earlier. Any claims for defects which are notified to SHARP outside that time period shall not be covered by the Warranty.

Should you wish to return a device to SHARP for replacement or repair under the Warranty you must inform your Supplier or SHARP by telephoning the helpline on [02038081092] that you wish to do so and await written confirmation from SHARP or your Supplier that the Device should be returned. SHARP shall not accept the return of any Device unless such return has been authorized by Sharp or your Supplier.

8) Helpline Numbers and Contacts

If you have questions about your Device or you have technical problems, please call our helpline on 02038081092. They will be happy to assist you about further service procedures in the event of technical problems. When calling the helpline, please have the following information ready:

- Warranty documents
- Your name and complete address
- Device name, model + serial number + reference / project number (if available)
- Date of purchase
- Name of the Supplier

- If you want to contact the local Sharp call centre in your Country, you can find their details by searching: www.sharp.eu.

9) Warrantor

SHARP Electronics (Europe) Limited, 4 Furzeground Way, Stockley Park, Uxbridge, Middlesex, UB11 1EZ, United Kingdom

10) Governing Law, Place of Jurisdiction

This Warranty is governed by the laws of England and Wales excluding Private International Law as well as the United Nations Convention on Contracts for the International Sale of Goods (CISG).

The exclusive place of jurisdiction is the courts of England and Wales.