

## Limited Warranty (U.S.)

### What your warranty covers:

- Defects in materials or workmanship.

### For how long after your purchase:

- 90 days from date of purchase - Unit repair or exchange, which includes parts and labor.
- 91 days to 1 year from date of purchase - Unit repair or exchange, which includes parts only; you pay the labor.
- The warranty for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.

### What we will do:

- **During the initial 90 days:**

Repair or exchange the defective portion of your Hard Drive. If the unit is replaced it will be with a new or, at our option, refurbished unit.

- **After the 90 days and within one year:**

Repair or exchange the defective portion of your Hard Drive. If the unit is replaced it will be with a new or, at our option, refurbished unit.

We will charge you a flat rate to repair or replace a defective Hard Drive. This charge covers the labor cost for its repair.

### How you get service:

- Contact us on the Internet at [www.rca.com](http://www.rca.com) and have your unit's date of purchase and model/serial number ready. The model/serial number information is on your unit.
- Self diagnostic screens will allow you to troubleshoot your problem over the Internet.
- If after going through the troubleshooting screens, you determine that your player requires service, contact us at 580-634-0115. You must contact us to obtain a Service Request Number (SR) for a service repair or exchange. No returns will be accepted without the SR number.
- Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period must be presented to obtain warranty service. For rental firms, proof of first rental is also required.

- Write the SR number on the outside of the carton used to return the unit. Make sure you insure your shipment in case of damage or loss.
- Carefully pack the unit using the original box and packing material if possible. Please retain all non-defective accessories that were included with your unit such as the headphones.
- Include with the shipment:
  1. Evidence of purchase date such as a bill of sale.
  2. A brief note describing your unit's problem.
  3. Your name, address and phone number.
- After we receive your product, it will be repaired, or a new, or at our option, refurbished unit will be shipped to you.
- Please retain a copy of all items loaded into your Hard Drive. Thomson multimedia will not be responsible for your software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to Thomson for repair or exchange whether in or out of warranty.

**What your warranty does not cover:**

- Acts of nature, such as but not limited to lightning damage.
- Adjustment of customer controls.
- Damage from misuse or neglect.
- A unit that has been modified or incorporated into other products or is used for institutional or other commercial purposes.
- Batteries.
- Units purchased, serviced or operated outside the U.S.A.
- Loss of customer's software, firmware, information, or memory data.
- Installation.
- Shipping damage if the unit was not packed and shipped in the manner prescribed by Thomson.

**Product Registration:**

- Please complete and mail the Product Registration Card packed with your Hard Drive. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

# Additional Information

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## **Limitation of Warranty:**

- **THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY THOMSON INC., ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.**
- **REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. THOMSON INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.**

## **How state law relates to warranty:**

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

## **If you purchased your product outside the United States:**

- This warranty does not apply. See your dealer for warranty information.

## Limited Warranty (Canada)

Thomson multimedia Ltd. warrants to the purchaser or gift recipient that if any manufacturing defect becomes apparent in this product within 1 year from the original date of purchase, it will be replaced free of charge, including return transportation.

This warranty does not include damage to the product resulting from accidents, misuse or leaking batteries.

Should your product not perform properly during the warranty period, either:

1. Return it to the selling dealer with proof of purchase for replacement,

OR

2. Remove the batteries (where applicable), and pack product complete with accessories in the original carton (or equivalent). Mail prepaid (with proof of purchase) and insured to:

Thomson multimedia Ltd.  
6200 Edwards Blvd.,  
Mississauga, Ontario L5T 2V7  
Canada

The provisions of this written warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation, and to the extent that any such provisions purport to disclaim, exclude or limit any such statutory warranties and other rights and remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

If you are unable to find a qualified servicer for out of warranty service, you may write to:

Thomson Inc.  
P.O. Box 0944  
Indianapolis, Indiana, U.S.A., 46206-0944

Attach your sales receipt to this booklet for future reference. This information is required if service is needed during the warranty period.

PURCHASE DATE

NAME OF STORE