

UNITED KINGDOM/IRELAND/ICELAND

PANASONIC GUARANTEE

CONDITIONS OF GUARANTEE

This guarantee is in addition to and does not in any way affect any statutory or other rights of consumer purchasers. If within the applicable guarantee period (as shown in 8 below) the appliance proves to be defective by reason of faulty design, workmanship or materials, we undertake subject to the following conditions to have the defective appliance (or any part or parts thereof) repaired or at our discretion replaced free of charge.

1. The appliance shall have been purchased and used solely within the EU/EEA countries and used solely for domestic and normal purposes and in accordance with standard operating instructions and the technical and/or Safety Standards required in the country where this appliance is to be used.
2. For appliances used in the U.K., Channel Islands, Isle of Man and Republic of Ireland and Iceland, the appliance should be returned together with this guarantee and proof of purchase promptly on being found defective, at the purchasers risk and expense, to the authorized dealer from whom the appliance was purchased or to the nearest authorized service dealer. All enquiries must be through such dealers. For appliances used in other EU/EEA countries, see 9 below.
3. This guarantee shall not apply to damage caused through fire, accident, misuse, wear and tear, neglect, incorrect adjustment or repair, to damage caused through installation, adaption, modifications, or use in an improper manner or inconsistent with the technical and/or safety standards required in the country where this appliance is used, or to damage occurring during transit to or from the purchaser.
4. If at any time during the guarantee period any part or parts of the appliance are replaced with a part or parts not supplied or approved by us or of an objective quality safe and suitable for the appliance, or the appliance has been dismantled or repaired by a person not authorized by us (except as provided in 9), the purchaser shall not be entitled to any rights and/or remedies under this guarantee.
5. The purchasers sole and exclusive remedy under this guarantee against us is for the repair (or at our discretion the replacement) of the appliance or any part or parts and no other remedy, including, but not limited to, incidental or consequential damage or loss of whatsoever nature shall be available to the purchaser.
6. This guarantee shall not apply to stylus, bulbs, batteries, dust covers, dust bags, belts, brushes, cabinet parts or any other parts of a limited natural life.
7. Our decision on all matters relating to complaints shall be final. Any appliance or defective part which has been replaced shall become our property.
8. The guarantee period applicable to all appliances shall be 12 months from date of purchase except as shown below.

The guarantee does not apply to any items of a limited natural life.

The image retention on the Plasma TV resulting from fixed image use is not an operating defect and as such is not covered by the guarantee.

Magnetron assembly (fitted in microwave oven) an additional 2 Years, parts only.

Commercial/industrial/professional video products

In the case of all products used (or of a type normally used) for commercial, industrial or professional purposes, the guarantee shall be limited at all times to the replacement of materials only and the purchaser shall be liable for all labour charges.

Commercial video products (excluding head cylinder and pick-up tube)

1 Year

Commercial video products (head cylinder and camera pick-up tube)

6 Months

9. For appliances (except for industrial-use-products, large scale office business equipments, and products to be sold in the military market) used in any country of the EEC other than the U.K., Channel Islands, Isle of Man and Republic of Ireland and Iceland, the conditions mentioned at the page 45 of "EU/EEA-Wide Guarantee: Conditions applicable in any country other than the country of original purchase" shall be applicable.

Panasonic UK Ltd.

Panasonic House, Willoughby Road, Bracknell, Berkshire RG12 8FT

Customer Care Centre:

For customers within the UK Tel: 0844 844 3852

For customers within the Republic of Ireland Tel: 01 289 8333

e-mail: customer.care@panasonic.co.uk / web: www.panasonic.co.uk

For customers in Iceland Tel: 354-5523150, 354-5880404

e-mail: sonn@sonn.is