VIZIO warrants the product against defects in materials and workmanship when the product is used normally in accordance with VIZIO’s user guides and manuals. Except where restricted by law, this warranty applies only to the original purchaser of a new product. The purchase must also be located in the country where it was purchased at the time of warranty service.

How to Get Service
Before obtaining warranty service, you may visit www.vizio.com for additional help and troubleshooting. To obtain warranty service, contact VIZIO Technical Support via email at TechSupport@vizio.com or via phone at 877 MY VIZIO (877-698-4946). The VIZIO Technical Support hours are 6:00AM to 9:00PM Monday through Friday and 7:00AM to 4:00PM Saturday and Sunday, Pacific Time.

Your Obligations Before Service
You must obtain pre-authorization before sending your product to a VIZIO service center. You may be required to supply a purchase receipt (or copy) to show that the product is within the warranty period.

What This Warranty Covers
VIZIO warrants the product against defects in materials and workmanship when the product is used normally in accordance with VIZIO’s user guides and manuals. Except where restricted by law, this warranty applies only to the original purchaser of a new product. The purchase must also be located in the country where it was purchased at the time of warranty service.

What This Warranty Does Not Cover
This warranty does not cover: (a) cosmetic damage; (b) normal wear and tear; (c) improper operation; (d) improper voltage supply or power surges; (e) signal issues; (f) damage from shipping; (g) acts of God; (h) customer misuse, modifications or adjustments; (i) installation, set-up, or repairs attempted by anyone other than by a VIZIO authorized service center; (j) products with unreadable or removed serial numbers; (k) products requiring routine maintenance; or (l) products sold “AS IS”, “CLEARANCE”, “FACTORY RECERTIFIED”, or by a non-authorized reseller.

What to Do If You Are Not Satisfied With Service
If you feel VIZIO has not met its obligations under this warranty, you may attempt to resolve the issue informally with VIZIO. If you are unable to resolve the issue to your satisfaction, you wish to file a formal claim against VIZIO, and if you are a resident of the United States, you must submit your claim to binding arbitration according to the procedures described below, unless an exception applies. Submitting a claim to binding arbitration means that you do not have the right to have your claim heard by a judge or jury. Instead your claim will be heard by a neutral arbitrator.

Binding Arbitration Agreement; Class Action Waiver (U.S. Residents Only)
UNLESS YOU HAVE BEEN AN Eligible Claim in SMALL CLAIMS COURT OR HAVE OBTAINED ANY WAIVER OF THIS ARBITRATION PROVISION OR CLAIM ARBITRATION AGREEMENT, ANY DISPUTE OR DISPUTES ARISING OUT OF OR RELATED TO THIS WARRANTY, A BREACH OF THIS WARRANTY, OR THE VIZIO PRODUCT’S SALE, CONDITION OR PERFORMANCE, WILL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION AND CONDUCTED BY A SINGLE ARBITRATOR APPOINTED BY THE AMERICAN ARBITRATION ASSOCIATION, IN ACCORDANCE WITH ITS COMMERCIAL ARBITRATION RULES AND ITS SUPPLEMENTARY PROCEDURES FOR CONSUMER-RELATED DISPUTES. You may learn more about the American Arbitration Association and its rules for arbitration by visiting www.adr.org or by calling 800-778-7879. Since this warranty concerns a transaction in interstate or international commerce, the Federal Arbitration Act will apply.

The filing fees to begin and carry out arbitration will be shared between you and VIZIO, but in no event will your fees ever exceed the amount allowable by the American Arbitration Association, at which point VIZIO will cover all additional administrative fees and expenses. VIZIO waives its right to recover attorneys’ fees in connection with any arbitration under this warranty. If you are the prevailing party in an arbitration to which the Supplementary Procedures for Consumer-Related Disputes applies, then you are entitled to recover attorneys’ fees as the arbitrator may determine.

The dispute will be governed by the laws of the state or territory in which you resided at the time of your purchase (if in the United States), the state or province of your current residence (if in Canada), and the county of your country of residence (if in the United States). The arbitrator will decide any dispute between you and VIZIO without a hearing. Unless you elect an arbitration hearing, the arbitrator will resolve the dispute based on the documents and records submitted in the arbitration process and may award or deny relief in accordance with the principles of substantive law applicable to your claim. The arbitrator will not award punitive or other damages not measured by the prevailing party’s actual damages, except as may be required by statute. The arbitrator will not award consequential damages, and any award will be limited to monetary damages and will include no equitable relief, injunction, or directions to act on paper rather than to to act as an arbitrator.

How Long This Warranty Lasts
Your written notification must include a your name, b your address, c the date purchased the product, and (d) a clear statement that you wish to opt out of the binding arbitration agreement and class action waiver.

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Exclusions and Limitations

TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WILL BE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. VIZIO WILL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF VIZIO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. IN LIEU OF ANY OTHER REMEDY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER (INCLUDING VIZIO’S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, NO MATTER WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT), VIZIO MAY, AT ITS SOLE AND EXCLUSIVE OPTION AND IN ITS DISCRETION, REPAIR OR REPLACE YOUR PRODUCT, OR REFUND ITS PURCHASE PRICE. AS NOTED, SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How the Law Applies

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province. This warranty applies to the greatest extent permitted by applicable law.

General

No employee or agent of VIZIO may modify this warranty. If any term of this warranty, other than the class action waiver, is found to be unenforceable, that term will be severed from this warranty and all other terms will remain in effect. If the class action waiver is found to be unenforceable, then the entire section titled “Binding Arbitration Agreement; Class Action Waiver (U.S. Residents Only)” will not apply. This warranty applies to the maximum extent not prohibited by law.

Changes to Warranty

This warranty may change without notice, but any change will not affect your original warranty. Check www.vizio.com for the most current version.