



## MyProjectorLamps PROJECTOR LAMP WARRANTY



**ATTACH YOUR RECEIPT HERE. PROOF OF  
PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.**

Please have the following information available when  
you call Customer Service:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Invoice number

### IF YOU REQUIRE AN EXCHANGE OR RETURN:

1. Before contacting us to arrange an exchange or return, please review our FAQ and trouble shooting tips which can be found on our website here <https://www.myprojectorlamps.com.hk/exchangereturns.html>  
You will find that the most common problems are resetting your projector lamp hours, replacing/cleaning your air filter, securing the lamp housing firmly into the projector connection and properly closing the projector lamp panel door.
2. If you have diagnosed the problem and/or followed the trouble shooting instructions above and are still experiencing problems, please contact our Hon Kong sales and support team:  
**MyProjectorLamps Customer Service in Hong Kong:**  
**+852 2155 2332**
3. If you are returning your projector lamp for a refund or exchange, please note you will have to pay (at your own expense) to return the lamp to us by Courier or National Postal Service. Products can be returned to our Hong Kong Office:  
**Unit A, 24/F, Excelsior Industrial Building, 68-76 Sha Tsui Road, Tsuen Wan, N.T., Hong Kong**
4. Once you initiate the refund/ exchange process, we will provide you with an RMA form and information for how to send your lamp back to MyProjectorLamps.
5. If you are exchanging a defective lamp, we will ship the exchange only after receiving the tracking number for the lamp that is being returned to MyProjectorLamps.



[www.myprojectorlamps.com.hk/  
projector-lamp-FAQ.html](https://www.myprojectorlamps.com.hk/projector-lamp-FAQ.html)

### 180 -DAY LIMITED WARRANTY

#### WHAT IS COVERED

For 180 days from the date of purchase, when this MyProjectorLamps Projector Lamp Module or Bare Bulb is installed, operated and maintained according to instructions, MyProjectorLamps Hong Kong will exchange the Projector Lamp(s) for a Replacement Lamp or will provide a full refund if returned within 30 days of purchase provided that the lamp being returned is defective\*. In the event of product replacement, your Projector Lamp will be warranted for the remaining term of the original unit's warranty period (original purchase date).

*\* Each lamp that is returned to our office will be tested by our returns department with a lamp/bulb tester. Any lamp returned that is not defective will be subject to a 200 HKD restocking fee.*

#### WHAT IS NOT COVERED

1. Use inconsistent with published user, operator or installation instructions.
2. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by MyProjectorLamps Europe.
3. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the product.
4. Cosmetic damage including scratches, dents, chips, and other damage to the product finishes unless such damage results from defects in materials and workmanship and is reported to MyProjectorLamps within 30 days.
5. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.

### LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

**YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPLACEMENT AS PROVIDED HEREIN. MYPROJECTORLAMPS HONG KONG SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from province to province.