

# Warranty

## One (1) Year Limited Warranty

### What does the warranty cover?

For one year from the date of original purchase, this warranty covers failures or defects in the material and/or workmanship of the Horizons television. If a part fails under normal use or conditions, this product will be repaired or exchanged for a similar product. If the product fails within the **first 90 days** after original purchase, return the product to the retailer from which it was purchased for a refund of the purchase price or a product exchange.

Attempts by the consumer to have this product repaired will void this warranty, and Horizons Manufacturing will no longer be responsible for repairs or replacements.

Any product sold as refurbished carries a **ninety day (90) limited warranty**.

**Please Note:** You are guaranteed certain specific legal rights by this warranty. State laws may provide the consumer with other legal rights.

### What is not covered by the warranty?

- damage caused from commercial use
- damage caused from accident, misuse, abuse, or neglect
- shipping and handling charges to return the defective product
- products that were sold "AS IS"
- consumables, such as batteries or fuses
- unauthorized attempts to repair
- failure to operate per the owner's manual
- products used or serviced outside the country of purchase

### What to do in case the product needs to be returned:

- Carefully package the television in its original packaging. Return all items, such as remote control and owner's manual.
- Return the product prepaid. It is recommended that you insure the package as any damage caused by shipping is not covered by this warranty.
- Be sure to include a copy of the Warranty Registration Certificate, the original sales slip, and a description of the problem.
- Mail the product to:

HORIZONS Manufacturing Company  
Attn: Returns Department  
310 N. Randolph Street  
Anytown, USA 78925

### What to do if you need product support or additional information?

Visit our company website at [www.horizonstelevision.com/customersupport](http://www.horizonstelevision.com/customersupport), or you may call 1-555-123-6789.

# Warranty Questions

**Directions:** It is important for a consumer to understand the terms of a warranty. Use the Warranty document to complete the chart below. Support your answer with textual evidence.

Question	Answer
1. What is the length of the warranty?	
2. What company manufactured the product?	
3. What type of product does the warranty cover?	
4. What is the telephone number to call for product support?	
5. Where do you return the item if it breaks down within the first 90 days?	
6. What action by the consumer can void the warranty?	
7. If a product breaks down under normal use, what actions will the manufacturer take?	
8. If a product breaks down under normal use in the first 90 days, what actions can the retailer take?	
9. Besides the warranty, you may have other legal rights. Who provides these rights?	
10. What are two reasons the warranty will not cover the product?	