



Please read this warranty card carefully, it is a "ONE-YEAR LIMITED WARRANTY" on parts and labor and is only valid when purchased from an Authorized Reseller, only on new and non-refurbished product, and available to customers in the Continental US, Alaska, Hawaii and Puerto Rico. See below for the SCEPTRE Extended Service warranty.

SCEPTRE's Responsibility

SCEPTRE Displays purchased in the United States are warranted to be free from defects in materials or workmanship for a period of one (1) year from the date of their original retail purchase. If the unit fails to conform to this warranty, we will service the monitor using new or refurbished parts.

Service Labor

During a period of one (1) year from the effective warranty date, SCEPTRE will provide, when needed, service labor to repair a manufacturing defect at its designated Service Center. To obtain warranty service in the United States, you must first call our Customer Support at (800) 788-2878. The determination of service will be made by SCEPTRE Customer Support. PLEASE DO NOT RETURN YOUR UNIT TO SCEPTRE WITHOUT PRIOR AUTHORIZATION.

Parts

New or remanufactured replacements for defective parts will be used for repairs by SCEPTRE at its designated Service Center for one (1) year from the effective warranty date. Such replacement parts are warranted for the remaining portion of the original warranty period.

Service

During the one (1) year warranty period, SCEPTRE will, at its option and sole discretion, repair or replace defective parts, including replacement of the entire Panel. The Customer will be required to ship the unit to the Service Center indicated at the time Customer Support is contacted to make the necessary repairs, you are responsible for all transportation charges to the service facility. SCEPTRE is not responsible for the de-installation or re-installation of the unit.

Packaging and Shipping Instruction

When you send the product to an authorized SCEPTRE service facility you must use the original carton box and packing material or an equivalent as designated by SCEPTRE.

Not Covered

This warranty does not cover defects, malfunctions or failures resulting from shipping or transit accidents, abuse, misuse, operation contrary to furnished instructions, operation on incorrect power supplies, operation with faulty associated equipment, modification, alteration, improper servicing, tampering or normal wear and tear or TVs on which the serial number has been removed or defaced. Image Sticking caused by operating at excessive brightness levels for extended periods or mishandling are not covered by this warranty.

ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. OUR LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER, INCLUDING OUR NEGLIGENCE, ALLEGED DAMAGE OR DEFECTIVE GOODS, WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE DISPLAY. WE SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, COMMERCIAL LOSS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This is the only warranty applicable; no one is authorized to extend or modify it or to grant any other warranty.

SCEPTRE retains the right to assess all warranty claims and to determine if damages are covered by the warranty. In case of a claim that is not covered by the warranty, you will be contacted to determine whether SCEPTRE should repair the damage for a fee or whether the product should be returned to you as received by the repair center.

Dead Pixel Policy

There are millions of pixels on a LCD screen. Therefore, there is industry standard specification regarding dead or bad pixels. SCEPTRE sets limit on the LCD at 3 dead pixels in a cluster adjacent to each other, or 5 dead pixels in a combination of color and brightness of dead pixels. Any number of dead or bad pixels under the limit is considered normal specification.

Owner's Responsibility**Effective Warranty Date**

Warranty begins on the date of sale to the end user. To ensure warranty service, keep the dated bill or sale receipt as evidence of the purchase date.

Warranty Service

For warranty service information, contact SCEPTRE Customer Support at (800) 788-2878, 8:30 am to 5:30 pm PST or visit www.Sceptre.com. Parts and service labor that are SCEPTRE's responsibility (see above) will be provided without charge. Other service is at the owner's expense. You must provide the model, serial number and date of purchase. Before you ask for warranty service, read your User Manual. You might avoid a service call.

Warranty conditions are subject to change, for latest Warranty Terms and Conditions and additional information regarding your warranty, please see complete details online at www.SCEPTRE.com.

Sceptre Extended Warranty

Protect your investment beyond the standard warranty and experience piece of mind with SCEPTRE's Extended Service Warranty.

Depending on your model, plans are offered for an additional 2 years. Visit www.SCEPTRE.com or call 1-800-788-2878 to purchase a plan today.

This Online Form Submission is for customers seeking warranty service for products BUILT BY Sceptre. We will require all of the following information on this form to process your warranty service request.

Once done, click the 'Submit' button at the bottom of the page. You can also hit 'Print' to print a copy of the Request. If you prefer to fax in your Warranty Service Request, download the Form and Fax it back to 626-855-5711. ([Download Warranty Service Form](#))

An RMA # will be issued within 48 hours by email. Please read the [Shipping Instruction](#) below carefully.

<http://www.sceptre.com/warranty-service.html>

Contact Us

[Customer Service:SceptreCS@sceptre.com](mailto:SceptreCS@sceptre.com)

[Tech Support:SceptreTS@sceptre.com](mailto:SceptreTS@sceptre.com)

Telephone

1-800-788-2878

1-626-369-3698

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.