

SERVICE POLICY

WARRANTY

TERMS AND CONDITIONS OF AFTER SALE SERVICE

PARKER will take care of the repair of the products that suffered some failure within the warranty period that starts from the end-customer invoice date.

WARRANTY CONDITIONS

1. In order to make effective the warranty, the end-customer must show the Warranty Certificate full filled by the distributor or store and attach a copy of the Prof. of purchase
2. The repairs during the warranty period must be done only at the PARKER Authorized Service Centers.
3. MTI Corporation, S.A. is not responsible for failures due to improper handling or transportation of the products.
4. MTI will repair at no charge during its warranty period any product that malfunctions under normal operation, used according to the user manual instructions and the purpose they were designed for.
5. Warranty cannot be re-assigned or transferred to another people.
6. Installation, support and usage explanation expenses are not covered by any warranty. Therefore the customer is totally responsible for them.

Warranty Term by Product

Producto / Product	Meses Month	Producto / Product	Meses Month
TV (CRT)	12	Cámara Fotográfica digital / Digital Still Camera	12
LCD TV	12	Reproductor de CD/DVD para Auto / Car Audio	12
Plasma TV	12	Horno de Microondas / Microwave Oven	12
Monitor (CRT y LCD)	12	Congelador / Freezer	12
DVD (Reproductores) / Player	6	Mini-Refrigerador / Minibar	12
Sistema de Parlantes Para DVD / Multimedia Speakers	3	Lavadoras / Washing Machine	12
Reproductores MP3 / MP3 Player	3	Secadoras de Ropa / Dryer Machine	12
Estación de MP3 / MP3 Docking Station	6	Aire Acondicionado Tipo Split / Split Type Air Conditioner	12
DVD Teatro en Casa / Home Theater	12	Aire Acondicionado Tipo Ventana / Window Type Air Cond.	12
Micro Componente / Micro Component	6	Lavador a Presión de Agua / Washer Pressure	6
Radiograbadora Portátil / Portable Audio	3	Aspiradora / Vacuum Cleaner	6

EVENTS NOT COVERED BY THE WARRANTY

1. The customer does not present a copy of the purchase invoice.
2. Warranty certificate information is incomplete or changed.
3. The warranty period has expired
4. The model name or serial numbers are unreadable or have been changed or removed from the product.
5. Non authorized modifications to the products specifications.
6. Damage to the product caused by improper operation or use, by not following user manual instructions or defects caused by external sources, impact, paint, cosmetic damage in general, scratches, fissures, evidence of residues of water, sweat or food inside the unit.
7. Damage to the product caused by installation, repairs or reinstallation by personnel or service centers not authorized by MTI Corporation.
8. Damage to the product caused by shipping or transportation.
9. Damage to the product caused by loss or accident such as fire, voltage fluctuations, vandalism, water, sand, insects or similar, chemicals, corrosive substances, salt or liquids.
10. Damaged to the product caused by forces of nature such as earthquakes, floods, electric storms, etc.
11. The following products are not covered by warranty: batteries, cassettes, speakers, remote controls, accessories, needles and plastic or cosmetic parts.
12. Reduced screen brightness related to normal display tube or lamp aging, or burned in images.
13. Altered or modified products, such as reprogrammed DVD units for multi zone purposes.
14. When the damage is caused by the use of non authorized adaptors, connectors, voltages or it is connected to non digital electric generators.

OUT OF COVERAGE

1. The warranty will not cover repair, supply or claims about the following items:
Remote Control, speakers, batteries, cables, hose, glass plate, CD or DVD disc, cassette, cabinet, belts or consumables.
2. Missing accessories once the product is delivered by the store to the end-customer.

WARRANTY CERTIFICATE

1. The official warranty certificate will be shipped inside the box of each product from factory.
2. No other certificate will be valid to claim parts or repairs.

