

Warranty Policy

The Warranty Period varies by product type. Please contact RealD Customer Service for further details of a specific product's Warranty Period.

RealD Limited Warranties are provided by RealD Inc. ("RealD") and cover defects in workmanship and materials for RealD and StereoGraphics Products. This Limited Warranty extends only to the original purchaser of the product from RealD (including StereoGraphics) or one of its Certified Resellers, and is not assignable or transferable to any subsequent purchaser or other end-user. RealD will, at its option, repair or replace any defective product, or any parts, that will not properly operate for their intended use. This service is free of charge, provided that you notify RealD of the product defect within the Warranty Period for the product, and provided that RealD, through inspection, establishes the existence of such a defect and that it is covered by the Limited Warranty.

RealD Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation or troubleshooting of the customer's systems. These warranties do not apply to and RealD will not be responsible for any defect in or damage to:

- a) the product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) the product if it has been subjected to unauthorized repair or modifications;
- c) the product if its original identification (trade-mark, serial number) markings have been defaced, altered or removed.
- d) the product if it has been subjected to fire, water, generalized corrosion, biological infestations or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the RealD product specifications including high input voltage from generators and lightning strikes; or
- e) the product if it is used as a component part of a product expressly warranted by another manufacturer.

RealD will, at its option, use new and/or reconditioned parts in performing warranty repairs and building replacement products. RealD reserves the right to use parts or products of original or improved design in the repair or replacement. If RealD repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the return shipment to the customer, whichever is longer. All replaced products and all parts removed from repaired products become the property of RealD.

By exercising the Limited Warranty, the Customer understands that the repaired/replacement product may consist of refurbished equipment containing used components, some of which have been reprocessed, which comply with product performance and reliability specifications.

The customer shall bear the cost of shipping the product to RealD. RealD covers both parts and labor necessary to repair the product, and return shipment to the customer via a RealD-selected non-expedited surface freight. RealD's limit of liability under the Limited Warranty shall be the actual cash value of the product at the time the customer returns the product for repair, determined by the price paid by the customer for the product less a reasonable amount for usage. RealD shall not be liable for any other losses or damages.

The customer will be responsible for any expenses related to the removal and reinstallation of the product.

DISCLAIMER

REALD LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY REALD IN CONNECTION WITH ANY REALD PRODUCT AND ARE, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY.

IN NO EVENT WILL REALD BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, INCLUDING, WITHOUT LIMITATION, ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, ANY PERSONAL INJURY, ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

Exclusions of the Policy:

If your product is a consumer product, federal law does not allow an exclusion of implied warranties. To the extent you are entitled to implied warranties under federal law, they are limited to the duration of this Limited Warranty to the extent permitted by applicable law. Some states and provinces do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights which may vary from state to state or province to province.

WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, UNLESS SPECIFICALLY AGREED TO BY IT IN WRITING, REALD

(a) MAKES NO WARRANTY AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION PROVIDED BY IT IN CONNECTION WITH THE PRODUCT; AND

(b) ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSSES, DAMAGES, COSTS OR EXPENSES, WHETHER SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL OR INCIDENTAL, WHICH MIGHT ARISE OUT OF THE USE OF SUCH INFORMATION.

THE USE OF ANY SUCH INFORMATION WILL BE ENTIRELY AT THE USER'S RISK.

WARNING: LIMITATIONS ON USE

Please refer to your product user manual for limitations on uses of the product. Specifically, please note that RealD products are not intended for use in connection with life support systems and RealD makes no warranty or representation in connection with any use of the product for such purposes.

Returning Merchandise

Starting October 1, 2009, any RealD (including StereoGraphics) product that is out of its Warranty Period will not be accepted for repair or replacement. Please contact the RealD Sales department for purchasing a replacement product and information on any available replacement discounts at that time.

Returns for Credit

Any product purchased through a RealD/StereoGraphics reseller must be returned to that reseller. No exceptions.

For product purchased directly from RealD, RealD will accept the return of unused and unopened products for 30 calendar days from the original date of shipment to the customer. For returns during the first 10 business days no restocking fee will be charged. After 10 business days a 20% restocking fee will be charged. No monetary credit will be issued for shipping and customs cost incurred during the original delivery or the return shipment. Returns for credit outside of the first 30 days will not be accepted.

RealD will inspect the returned product and reserves the right to refuse the return if the product is damaged or shows signs of use.

To return product for credit, please follow the Return Material Authorization (RMA) Procedure below.

Returns for Repair

If you purchased your product from a certified RealD/StereoGraphics reseller, please contact that reseller to coordinate the return. If you are unable to contact your reseller, or the reseller is unable to provide service, contact RealD directly by following the Return Material Authorization (RMA) Procedure listed below.

Return Material Authorization (RMA) Procedure

To obtain Limited Warranty service or return a product for credit, contact RealD by email at rma@reald.com with the following information:

- product model
- serial number
- description of the problem
- proof of purchase

A Return Material Authorization (RMA) number will be issued along with the necessary forms & instructions for return. You must deliver the product freight prepaid to RealD's repair facility. Product should be packed in its original packaging or equivalent to prevent damage. RealD is not responsible for any package returned without an RMA number clearly displayed on the outside of the package. RealD can also be reached at 800-783-2660 (in USA) or 303-545-5483 (outside USA).

In any Limited Warranty claim, dated proof of purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by RealD. Proof of purchase may be in any one of the following forms:

- The dated purchase receipt from the original purchase of the product at point of sale to the end user;
- The dated reseller invoice or purchase receipt showing original equipment manufacturer (OEM) status; or
- The dated invoice or purchase receipt showing the product exchanged under warranty

Repair Parts

The following repair components (assuming availability) can be purchased from RealD by contacting the RealD Sales department.

- Monitor Z-screens
 - Eyewear

- External Drive Box for MZS & MZS2000
 - Internal Electronics Board for MZS2KI (not returnable)
 - Power Supplies
 - Various Cables
- CrystalEyes Eyewear
 - Batteries
 - Temple Sets (no charge for small quantities)
- Emitters
 - Power Supplies
 - Various Cables