



MPLAMPS.CO.JP 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.mplamps.co.jp/en/projector-lamp-FAQ.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 Japan sales and support team:
MP Lamps Customer Service in the Japan
0120-944-778
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 with Sagawa or a courier of your choice. Products can be returned to our Tokyo Office:
2F, 3rd Tsutaya-Building
Higashi-Ueno 1-20-8
Taito-Ku, Tokyo Japan 110-0015
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 MP Lamps.
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 MP Lamps.



<https://www.mplamps.co.jp/en/exchangereturns.html>

180 -DAY LIMITED WARRANTY

WHAT IS COVERED

For 180 days from the date of purchase, when this MP Lamps Projector Lamp Module or Bare Bulb is installed, operated and maintained according to instructions, MP Lamps JAPAN 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 2500 JPY 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 MP Lamps JAPAN.
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 MP Lamps 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

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. MP Lamps JAPAN 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 state to state or province to province.