

FRESH SLICE DIGITAL MONITOR PROGRAM
WARRANTY & TERMS OF WARRANTY
HANDLED THROUGH THE MANUFACTURER
Keep this for your reference

DETERMINING WHETHER THE ISSUE IS WARRANTY RELATED:

- Prior to calling for Warranty Service, please ensure you refer to your Operating Instruction Manual and in particular, the Troubleshooting Section.
- It is also recommended that you speak to VGS Support team before making a Manufacturer Warranty call.

PURVEYOR WILL BE RESPONSIBLE IF:

- The problem is not covered by these terms of Warranty (e.g. damage, problems or failure resulting from improper or faulty use)
- If there is nothing wrong with the Product after inspection (e.g. instructing Purchaser on the operation of the Product and/or controls);

WARRANTY DETAILS PROVIDED FOR BY THE MANUFACTURER

Terms of Warranty

- a) Subject to these terms of warranty, the Product is warranted by the MANUFACTURER to be free from defects in materials and factory workmanship for the period set out in the table below.

BRAND	PRODUCT GROUP	WARRANTY PERIOD
		PARTS
PANASONIC	32-PANASONIC-EF1U – manufactured before Apr 2018	1 YEAR
	32-PANASONIC-EF1U – manufactured After Apr 2018	2 YEAR
LG	32" LG 32LT340CBUB	1 YEAR
BRAND	EXTENDED WARRANTY AVAILABILITY	COST
PANASONIC	ADDITIONAL 1 YEAR COVERAGE	\$50 per unit
	ADDITIONAL 2 YEAR COVERAGE	\$75 per unit
	ADDITIONAL 3 YEAR COVERAGE	\$100 per unit

Registration and Extended Warranty at WWW.VGS-BH.com



FOR VGS SUPPORT

1. Fastest response = email: simplicitysupport@vgs-inc.com
 - After-hours tech support number 888-831-8239
 - During normal business hours: 201-528-2700 ext 211

Please provide the following information in the email:

- Model #
- Serial #
- Photo of the issue
- Access to the unit

Tech support will verify that the unit is covered under warranty and will attempt to troubleshoot the problem.

2. If the issue cannot be resolved by technical support, VGS will provide instructions and dispatch a designated carrier to retrieve the defective unit and ship to back to VGS.
3. It is the responsibility of the customer to properly package the return product and surrender the return product to the designated carrier. Please note that the customer will be held solely responsible for shipping damage that occurs due to the use of inferior packing material.
4. VGS will make every effort to keep repair times to a minimum.

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