



## **Warranty Claims and Returns Policy, North America**

Your new Ölens Technology Family Projector™ has a 12 month limited warranty against defects in materials and workmanship.\* Warranty claims should be placed by downloading the Warranty Return Form from the Ölens Technology web site. Once completed the form can be emailed to [info@olenstechnology.com](mailto:info@olenstechnology.com) or sending a fax to Ölens Technology Customer Support at 805-596-0691. Customers must email or fax a dated copy of the original purchase receipt with the completed Warranty Return Form to receive warranty support. After the form and receipt are processed, the customer will receive a Return Authorization Number and instructions for returning the product.

**ALL PRODUCTS RETURNED FOR REPAIR MUST HAVE THE RETURN AUTORIZION NUMBER ISSUED FROM ÖLENS TECHNOLOGY WRITTEN ON THE BOX OR THE PACKAGE WILL BE REJECTED AT THE OWNERS EXPENSE!**

After receipt of the returned product, Ölens Technology will repair or replace, at our discretion, any Ölens Technology Family Projector™ that proves to be defective. Ölens Technology makes no other warranty either expressed or implied in regard to this product. Customers are asked to pay shipping to the Ölens Technology repair center facility and Ölens Technology will pay for the return shipping.

In no event shall Ölens Technology be liable for direct, indirect, incidental, or consequential damages from the use of Ölens Technology Family Projector™. Any damage to the product resulting from misuse will void the warranty.

\*Factory refurbished models have a 30-day limited warranty against defects in materials and workmanship.



## Ölens Technology Return Authorization Form

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Phone (     ) \_\_\_\_\_

Date of Purchase    \_\_\_ / \_\_\_ / \_\_\_

Serial Number \_\_\_\_\_

Store Name (or Internet Store) \_\_\_\_\_

Brief description of Problem

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complete all fields on this form and FAX or email it to [info@olenstechnology.com](mailto:info@olenstechnology.com) or fax to Ölens Technology Customer Support at 805-596-0691. Customers must email or fax a dated copy of the original purchase receipt with the completed Warranty Return Form to receive warranty support. After the form and receipt are processed, the customer will receive a Return Authorization Number and instructions for returning the product. Customers are asked to pay shipping to the Ölens Technology repair center facility and Ölens Technology will pay for the return shipping.

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