

Promethean Warranties

Country*	RFR	ARC	OSS
Australia	Y	Y	Y
Eire	Y	Y	Y
France	Y	Y	Y
Germany	Y	Y	Y
New Zealand	Y	Y	Y
Northern Ireland	Y	Y	Y
United Kingdom	Y	Y	Y
United States	Y	Y	Y
All other countries	Y	Y	N

Note: Territories and Islands receive RFR.

* Excluding some countries where ARC is not available. Please check with your reseller.

(RFR) - What does "Return for Repair" mean?

Return for Repair is a warranty service offered to you as part of Promethean's Standard Warranty and Promethean ActivCare. Following a diagnostics call with Promethean's Customer Support, and once the product is declared faulty, a new product will be shipped to you at no charge. The faulty product, however, should be returned, at the customer's expense, to Promethean before the new product is shipped.

(ARC) - What does "Advanced Replacement Cover" mean?

You may purchase Advanced Replacement as part of the Promethean ActivCare Plus warranty. Advanced Replacement reduces waiting time to receive replacement products, which ship at no charge and before the faulty products are returned to Promethean. However, if the customer fails to return the faulty product within 30 days of the replacement product being received by the customer, Promethean reserves the right to invoice the customer for the replacement part. Advanced Replacement is available only in certain countries.

(OSS) - What does "On-Site Support" mean?

On-Site Support can be purchased as part of the Promethean ActivCare Plus warranty and means that an authorized Promethean Service Provider will come on-site to repair or replace faulty parts. This option is available only in certain countries.