



Benchmark Warranty Information

Product Registration

Follow this link to register your new Benchmark product:

[Product Registration Page](#)

- Registration entitles you to an **Extended Warranty**.
- *Factory-direct purchases are automatically registered for the **Extended Warranty**.*
- **Extended Warranty** period is 5 years in the USA and Canada.
- **Extended Warranty** period is 2 years outside of the USA and Canada.

The Benchmark 1 Year Warranty

Benchmark Media Systems, Inc. warrants its products to be free from defects in material and workmanship under normal use and service for a period of **one (1) year from the date of delivery**.

This warranty extends only to the original purchaser. This warranty does not apply to fuses, lamps, batteries, or any products or parts that have been subjected to misuse, neglect, accident, modification, or abnormal operating conditions.

In the event of failure of a product under this warranty, Benchmark Media Systems, Inc. will repair, at no charge, the product returned to its factory. Benchmark Media Systems, Inc. may, at its option, replace the product in lieu of repair. If the failure has been caused by misuse, neglect, accident or abnormal operating conditions, repairs will be billed at the normal shop rate. In such cases, an estimate will be submitted before work is started, if requested by the customer.

Attempts to deliberately deface, mutilate, or remove the product's label will render this warranty void. Benchmark will not honor warranties for any products disingenuously purchased on the US market for export.

The foregoing warranty is in lieu of all other warranties, expressed or implied, including but not limited to any implied warranty of merchantability, fitness or adequacy for any particular purpose or use. Benchmark Media Systems, Inc. shall not be liable for any special, incidental, or consequential damages. This limited warranty gives the consumer-owner specific legal rights, and there may also be other rights that vary from state to state.

The Benchmark Extended 5* Year Warranty

Benchmark Media Systems, Inc. optionally extends the standard one (1) year warranty to a period of **five (5)* years from the date of delivery**.

*For the extended warranty to become effective, the original purchaser must register the product at the time of purchase using the registration card, the online registration page. This optional warranty **applies only to products purchased within the US and Canada** and is extended only to the original purchaser.

Attempts to deliberately deface, mutilate, or remove the product's label will render this warranty void. Benchmark will not honor warranties for any products disingenuously purchased on the US or Canadian markets for export. The terms of the extended warranty are subject to change without notice. For products purchased outside the US and Canada, please refer to the Extended Two (2)** Year International Warranty.

The Benchmark Extended 2** Year International Warranty

Benchmark Media Systems, Inc. optionally extends the standard one (1) year warranty to a period of **two (2)** years from the date of delivery**.

**For the extended warranty to become effective, the original purchaser must register the product at the time of purchase using the registration card, the online registration page. This optional warranty applies only to products purchased outside the US and Canada and is extended only to the original purchaser.

Attempts to deliberately deface, mutilate, or remove the product's label will render this warranty void. Benchmark will not honor warranties for any products disingenuously purchased on the US or Canadian markets for export. The terms of the extended warranty are subject to change without notice. For products purchased in within the US and Canada, please refer to the Extended Five (5)* Year Warranty.

Notes on Warranty Repairs

An *RMA* (return merchandise authorization) number, issued by our Customer Service department, is required when sending products for repair.

Product must be shipped to Benchmark Media Systems, prepaid, and preferably in the original shipping carton with the RMA number clearly visible on the exterior of the packaging. A letter should be included giving full details of the difficulty.