

Purchase Policy:

We are an authorized dealer with everything we sell. Please contact us first to be advised of your warranty process. Some manufacturers such as Sanyo have very specific warranty processes.

All rules stated below also apply for projectorbundles.com and plasmackages.com

Accepting Your Order

ProjectorPackages.com, shall post all prices and special offers on the internet. Posted prices and special offers are valid only during the time such are posted on the ProjectorPackages.com web site. No orders placed prior or after special offers or price changes will be eligible for credit or compensation. This applies to all orders placed online and via telephone. Placing your order via telephone implies your acceptance of all terms and conditions of ProjectorPackages.com. Orders, returns, and site usage follow printed steps posted on ProjectorPackages.com web site. ProjectorPackages.com reserves the right to accept or deny any order for any reason. Placing an order via ProjectorPackages.com is not a guarantee of your orders acceptance without an order confirmation from our process to your order.

ProjectorPackages.com acknowledges that if you order from this website or by phone that you accept all terms posted on this site. If your order is within Arizona the applicable sales tax will be withheld.

Each customer is responsible for all sales tax for orders shipped within Arizona.

Purchase Policy

ProjectorPackages.com is doing all we can to make your purchase experience a good one. We want you to understand what you are purchasing and that it will be the item you were expecting. If you have any questions please call us or ask us a question online. Once an order is placed, it cannot be cancelled or changed if it has been processed.

Return Policy

Return policy depends on the products ordered, please read carefully below. If you have any questions please email them to us at sales@projectorpackages.com. Shipping refunds are the same with every product. No refund will be given for shipping and return shipping will not be paid by projectorpackages.com. The purchaser must pay for the return shipping in the exact box.

Audio/Video Electronics Returns: This includes Projectors, DVD Players, Remotes, Receivers, Video Processors, Cables and other electronic products. Email your request for an RA# to service@projectorpackages.com. Requests must be made within 7 days of product purchase. All defective returns are for an exchange only. For non defective returns, products must be factory sealed, unopened. We will not issue a RA# for opened electronic merchandise for non defective products. For defective returns, we will issue an RA# upon your explanation of defect. Refunds for non defective items that are unopened will be given after receipt at our warehouse and verification that the product is factory sealed. Refunds or exchanges for defective returns will be given after defect is verified by our technicians on staff. Some unopened non defective returns on items including Remotes, Plasma TVs, Video Processors and Projectors and other electronics are subject to a restocking fee between 15% and 25%. Refunds or returns. We highly recommend that you educate yourself on the features and benefits of electronic products before purchasing. Most electronic products carry at least 1 year factory warranty on labor and parts. This will cover most defects after the 7 day period. You have the same 7 days to return a projector. You must obtain an RA# on the projector before return. The projector must be shipped 2nd day and fully insured. The projector must have all original packaging, upc codes,

documentation, and blank warranty card. If any of this is missing, no refund will be extended. If your projector has less than 5 hours you will not be charged a restocking fee. If your projector has more than 5 hours you will be charged 15% for restocking. Anything over 10 hours no exchange is allowed. This is all included in the 7 day return policy.

Accessories & All Other Items: If you are ever unhappy with a purchase made from ProjectorPackages.com, a section of Severtson Corporation, simply email us at service@projectorpackages.com to request a return authorization number (RM#) within 15 days of receiving your purchase (NOT including audio/video electronics). A credit will NOT be issued in the event that items are returned without authorization. An authorization will only be given if items are resalable in now condition. Some accessory items have a restock fee between 15% and 25% including speaker mounts, AV mounts, projector mounts, plasma mounts, home theater seating, and projection screens. Any customized item or item that is designed as a Special Order is not returnable for any reason. In the case of refused shipments, ProjectorPackages.com will automatically assess a 25% restock fee unless ProjectorPackage.com requests that you refuse the shipment. Lamp returns will not be honored, see your projector company for help in this area.

Defective Products: In case of a defective product, no charge will apply. Our customer service team must be notified within 7 days of purchase. Defective products will be repaired and returned, or exchanged for the same make and model. Sanyo is an exception to this rule. Sanyo will only repair the product purchased. It is Sanyo's policy that only Sanyo warranty and repair their products. The issue of "Bad" pixels does not qualify a projector for replacement as a "Defective" unit, but may be returned to the manufacturer for their evaluation; their decision is final in each of these cases. Out of place pixels does not apply to defective products. Manufacturers will view and repair only if there are multiple pixels out of place and if it is very noticeable. We apologize for any inconvenience the manufacturer's policies may cause.

Important: *Please don't send products back without authorization (RA#); we must authorize return and send you shipping instructions for correct location. Your satisfaction is very important to us. Contact our Customer Service Department at service@projectorpackages.com if you have additional questions about returns or contact us at 480-610-5155. Failure for us to follow purchase policy rules does not waiver the purchase policy. Our invoices, as well as all sales or agreements, shall be governed by the laws of the state of Arizona. Venue for any legal action relating to such sales invoices shall be Maricopa County, Arizona.*

Returned Items Rules: Boxes must be returned clean. Any marks on the box from the consumer will receive a refusal in returned funds. If your projector has less than 5 hours you will not be charged a restocking fee with a RA#. If your projector has more than 5 hours you will be charged 15% for restocking. Anything over 10 hours no exchange is allowed. This is all included in the 7 day return policy. Return must have original shipping carton with all original packing materials. Any original items missing will be deducted from refund. Customer must pay for return shipping and must insure at full purchase price. Customer may only ship UPS, Fed-Ex, or DHL. Any other way the package will be refused. PROJECTORPACKAGES.COM CAN NOT BE HELD RESPONSIBLE FOR ANY DAMAGES REPORTED AFTER 24 HOURS OF YOUR ACCEPTANCE OF A DAMAGED PRODUCT.

Delivery: We guarantee that any product purchased from us will arrive in perfect condition. All shipped items carry full insurance. In the event that a product from ProjectorPackages.com is damaged or loosed during shipping, **do not accept** the shipment and **file a claim** with the driver and

carrier. Then follow the carrier's rules for settlement. Please notify us immediately, and please email us at service@projectorpackages.com. Do not return your products to us. We will do everything possible to help you with the settlement. Never throw anything away and keep everything you received in good order. We do not ship out of the lower 48 states with the prices on the website. Hawaii and Alaska are not included. We do ship out of these 48 states unless we quote a different shipping price.

Credit Card: All return rules apply and after product inspections and/or restocking fees added, if applicable, then will refund concur.

Check: All returns rules apply, and after product inspections and/or restocking fees added, if applicable, and then will refund be paid by check.

Ebay and Paypal: All returns rules apply, and after product inspections and/or restocking fees added, if applicable, and then will refund be paid through the same payment procedure paid by the purchaser. All Ebay or Paypal fees to Severtson Corp. from the transaction will be deducted from the refund to the purchase.

Any other fees paid by Severtson Corp. in a transaction will be deducted from the refund to the purchaser.

ProjectorPackages.com, a section of Severtson Corporation, shall not be held accountable for any damages or problems to its product during handling or shipping, including loss.

If ProjectorPackages.com, a section of Severtson Corporation, lists prices wrong on the website or in our showroom, we reserve the right to change or cancel the sale without any liability.

Privacy Policy

ProjectorPackages.com is committed to protecting your privacy. We will not give or sell your personal information to any third party, including your name, address, phone number, credit card information and/or email address. Your information stays securely within ours system and used only for the purpose you intended.

Limited Warranty

Projector Packages, having its principal place of business at Severtson Corporation, 1125 W Birchwood, Mesa, AZ 85210 ("Manufacturer") warrants its home Theater products (the "Products") as follows:

1. Limited Warranty.

Manufacturer warrants that the Products sold hereunder will be free from defects in material and workmanship for a period of thirty (30) days from the date of purchase. If the Products do not conform to this Limited Warranty during the warranty period (as herein above specified), Buyer shall notify Manufacturer in writing of the claimed defects and demonstrate to Manufacturer satisfaction that said defects are covered by this Limited Warranty. If the defects are properly reported to Manufacturer within the warranty period, and the defects are of such type and nature as to be covered by this warranty, Manufacturer shall, at its own expense, furnish, replacement Products or, at Manufacturer's option, replacement parts for the defective Products. Shipping and installation of the replacement Products or replacement parts shall be at Buyer's expense.

2. Other Limits.

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Manufacturer does not warrant against damages or defects arising out of improper or abnormal use of handling of the Products; against defects or damages arising from improper installation (where installation is by persons other than Manufacturer), against defects in products or components not manufactured by Manufacturer, or against damages resulting from such non-Manufacturer made products or components. Manufacturer passes on to Buyer the warranty it received (if any) from the maker thereof of such non-Manufacturer made products or components. This warranty also does not apply to Products upon which repairs have been affected or attempted by persons other than pursuant to written authorization by Manufacturer.

3. Exclusive Obligation.

THIS WARRANTY IS EXCLUSIVE. The sole and exclusive obligation of Manufacturer shall be to repair or replace the defective Products in the manner and for the period provided above. Manufacturer shall not have any other obligation with respect to the Products or any part thereof, whether based on contract, tort, and strict liability or otherwise. Under no circumstances, whether based on the Limited Warranty or otherwise, shall Manufacturer be liable for incidental, special, or consequential damages.

4. Other Statements.

Manufacturer's employees or representatives' ORAL OR OTHER WRITTEN STATEMENTS DO NOT CONSTITUTE WARRANTIES, shall not be relied upon by Buyer, and are not a part of the contract for sale or this limited warranty.

5. Entire Obligation.

This Limited Warranty states the entire obligation of Manufacturer with respect to the Products. If any part of this Limited Warranty is determined to be void or illegal, the remainder shall remain in full force and effect.

Limitation of Liability:

UNDER NO CIRCUMSTANCES, INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE, SHALL PROJECTORPACKAGES.COM AND/OR SEVERTSON CORPORATION BE HELD LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, HARM TO EQUIPMENT AND/OR PERSONAL INJURY OR DEATH, ARISING OUT OF THE USE, OR THE INABILITY TO USE, THE MATERIALS ON THIS SITE, EVEN IF PROJECTORPACKAGES.COM OR SEVERTSON CORPORATION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IF YOUR USE OF MATERIALS FROM THIS SITE RESULTS IN THE NEED FOR SERVICING, REPAIR, OR CORRECTION OF ANY ITEM YOU ASSUME ANY COST THEREOF. ALL MATERIALS AND PRODUCTS PURCHASED OR RECEIVED FROM PROJECTORPACKAGES.COM OR SEVERTSON CORPORATION ARE INTENDED FOR YOUR USE AT YOUR OWN RISK AND/OR RESPONSIBILITY. ANY SERVICE PERSON HIRED BY YOU IS YOUR RESPONSIBILITY AND RESPONSIBLE FOR YOUR PRODUCTS. PROJECTORPACKAGES.COM OR SEVERTSON CORPORATION IS NOT RESPONSIBLE AFTER PURCHASES HAVE BEEN ACCEPTED FROM OUR WAREHOUSE OR RECEIVED SHIPPING.

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