



VIZIO Return for Credit Guidelines for Costco Canada LTD
Return Authorization Program
Update Effective March 23, 2009



***Please note that this document is designed and intended to be used exclusively between VIZIO and Costco Wholesale and is not for public distribution.
This document pertains to private confidential business terms and conditions.***

Return Policy:

VIZIO offers a return for credit program to Costco within seven (7) months from the last purchase date of that item valued at the last purchase price, including any price protection discounts, of that item.

VIZIO Warranty for Costco's Customers:

VIZIO supports Costco's customers with a Two-Year Limited Product Warranty. For any VIZIO television purchased at Costco Canada LTD, VIZIO will directly support the end user per the VIZIO Limited Warranty for two years from the original purchase date. The Two-Year Limited Warranty for Costco's customers is separate from the 7-month return for credit program to Costco.

Obtaining Authorization for Return (SRN Request):

In order to request a return for credit, complete the VIZIO Return for Credit Request Form and email to VIZIO's Customer Service Team, per the instructions on the form. VIZIO will then provide a Service Request Number (SRN) within two (2) business days via the Service Request form, which includes a return to address and other shipping instructions. If SRN is not received within three (3) business days, please resend the Return for Credit Request Form and/or contact VIZIO to confirm receipt of original email.

Determining Return Status by VIZIO Model Name/ Costco Item Number:

A table detailing the qualified return status per model is attached. This information is updated regularly. As changes take place a revised copy will be sent to Costco Corporate via email. Units which have expired will be indicated in GRAY color on the table and should NOT be returned to VIZIO.

Return GUIDELINES:

Units shipped to VIZIO after the return policy has expired will NOT qualify for credit. Any item received which does not comply with these guidelines, including but not limited to, expired return status (as defined above), televisions shipped to VIZIO without original manufacturer's packaging or VIZIO authorized packaging, televisions received with improper or missing documentation, non VIZIO item returns, or units received damaged, will **NOT** be subject to credit (VIZIO will file a vendor claim to Costco accordingly) AND/OR those items may be refused by VIZIO and returned to the shipper at Costco's expense.

VIZIO RETURNS MUST BE IN ORIGINAL PACKAGING:

UNITS QUALIFIED FOR RETURN MUST BE SHIPPED IN THE ORIGINAL PACKAGING or in equivalent packaging, as provided by VIZIO.

VIZIO WILL REFUSE DELIVERY OF ITEMS NOT IN MANUFACTURER'S APPROVED PACKAGING.

VIZIO will provide this packaging to individual Costco warehouses at **NO CHARGE**.

To request packaging please **EMAIL** VIZIO's Customer Service Team (**CS_Costco@VIZIO.com**)

The email **MUST** include the following information;

1. Costco warehouse number
2. Associate contact name

3. Warehouse address
4. Warehouse telephone number
5. Warehouse email address
6. VIZIO model name
7. Costco item number
8. RV# number per package requested

VIZIO will reply to packaging requests via email within two (2) business days of receipt.

VIZIO agrees to ship packaging via ground service to Costco, freight prepaid, within two (2) business days of confirming the packaging request.

DOCUMENTATION REQUIRED WITH EACH RETURNED UNIT:

Each shipment of qualified units must be accompanied by shipping documents that include:

1. **COSTCO RV DOCUMENT (ONE RETURNED UNIT PER RV DOCUMENT)**
2. **Vizio Service Request #**
3. Costco Item number
4. VIZIO model name
5. Bill of lading (BOL) with carrier name and tracking number

ONLY ONE UNIT MAY BE RETURNED PER RV DOCUMENT.

UNITS RECEIVED DAMAGED:

If a returned unit is received damaged, VIZIO will notify Costco. VIZIO agrees to provide information and photos of the damage. VIZIO will issue a claim to Costco to cover the cost of the damage incurred. Claims for units received damaged beyond economical repair (BER) will be claimed to Costco at a value equal to the price deduction from Costco for that unit.

SHIPPING INSTRUCTIONS:

- QUALIFIED VIZIO RETURNS (SEE TABLE BELOW) ✓
- PACKED IN ORIGINAL MANUFACTURER'S PACKAGING ✓
- INCLUDES ONE RV DOCUMENT PER UNIT RETURNED ✓
- INCLUDES VIZIO SERVICE REQUEST # WRITTEN ON OUTSIDE OF PACKAGING ✓

SHIP TO:

Millennium 3000 Ltd.
C/O VIZIO Return Service Center
310 Steelcase Road East
Markham, Ontario
L3R 1G2, Canada

QUESTIONS: Contact VIZIO Customer Service Team 949-428-2521 Monday through Friday, 9:00am to 3:00pm, PST. OR email: CS_Costco@VIZIO.com.



**VIZIO Return for Credit Guidelines for Costco
Blanket Return Authorization Program**



Costco Return Periods for VIZIO Products

In Warranty – These units are in warranty unless the ‘Return Valid Until’ date has been reached.

VIZIO Model	Item Description	Costco Item No.	Last Purchase	Return Valid Until
VO32LHDTV15A	32" LCD HDTV	744032	September-08	May 1, 2009
VO42LFHDTV15A	42" LCD HDTV	744042	September-08	May 1, 2009
VP423HDTV15A	42" Plasma HDTV	744142	September-08	May 1, 2009
VO37LHDTV15A	37" LCD HDTV	744037	October-08	June 1, 2009

Notes:

Return periods may be subject to change pending revised last purchase dates.

Out of Warranty – These units not eligible for return.

VIZIO Model	Item Description	Costco Item No.	Last Purchase	Return Valid Until
VU42LFHDTV10A	42" LCD HDTV	744242	April-08	December 1, 2008