



## VIZIO Return for Credit Guidelines for Wal-Mart Canada

Update Effective March 18, 2010

Policy Effective 10-23-09, Exhibit A Effective 03-18-10

VIZIO Customer Service Team for W.M. Canada, 6am to 3pm, Mon-Fri, PST

Phone: (949) 428-2523 / Fax: (949) 428-2539 or (949) 585-9514

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***Please note that this document is designed and intended to be used exclusively between VIZIO and Wal-Mart Canada Corp. 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 Wal-Mart Canada Corp. within six (6) 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 Wal-Mart Canada Corp.'s Customers:**

VIZIO supports Wal-Mart Canada Corp.'s customers with a One-Year Limited Product Warranty. For any VIZIO television purchased at Wal-Mart Canada Corp., VIZIO will directly support the end user per the VIZIO Limited Warranty for one year from the original purchase date. The One-Year Limited Warranty for Wal-Mart Canada Corp.'s customers is separate from the 6-month return for credit program to Wal-Mart Canada Corp..

### **Obtaining Authorization for Return (RMA Request):**

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

### **Determining Return Status by VIZIO Model Name/ Wal-Mart Canada Corp. 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 Wal-Mart Canada Corp. 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 Wal-Mart Canada Corp. accordingly) AND/OR those items may be refused by VIZIO and returned to the shipper at Wal-Mart Canada Corp.'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 Wal-Mart Canada Corp. stores at **NO CHARGE**.

To request packaging please **EMAIL** or **FAX** VIZIO's Customer Service Team ([CS\\_Walmart@VIZIO.com](mailto:CS_Walmart@VIZIO.com) or 949-428-2539)

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

1. Wal-Mart Canada Corp. store number
2. Associate contact name
3. Store address
4. Store telephone number
5. Store email address (if applicable)
6. VIZIO model name
7. Wal-Mart Canada Corp. item number

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

VIZIO agrees to ship packaging via ground service to Wal-Mart Canada Corp., 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. **Vizio RMA #**
2. Wal-Mart Canada Corp. Item number
3. VIZIO model name
4. Bill of lading (BOL) with carrier name and tracking number

**UNITS RECEIVED DAMAGED:**

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

**SHIPPING INSTRUCTIONS:**

- QUALIFIED VIZIO RETURNS (SEE TABLE BELOW) ✓
- PACKED IN ORIGINAL MANUFACTURER'S PACKAGING ✓
- INCLUDES VIZIO RMA # WRITTEN ON OUTSIDE OF PACKAGING ✓

SHIP TO:

**VIZIO Return Center  
C/O Edtech Technology Inc.  
20 Steelcase Road West, Unit 8  
Markham, ON L3R 1B2**

|  |  |
|--|--|
| <b>Approved By:</b><br>Wal-mart Canada _____ Date _____<br><b>Signatory</b> _____ <b>Title</b> _____ | <b>Approved By:</b><br>VIZIO _____ Date _____<br><b>Signatory</b> _____ <b>Title</b> _____ |
|--|--|





VIZIO Return for Credit Guidelines for  
Wal-Mart Canada  
Exhibit A – Models and Warranties



**Wal-Mart Canada Return Status for VIZIO Products**  
In Warranty unless 'Return Valid Until' Date has been reached

| VIZIO Model | Item Description | Wal-Mart Canada Item No. | Last Purchase | Return Valid Until |
|-------------|------------------|--------------------------|---------------|--------------------|
| VOJ320F1A-C | 32" LCD HDTV     | 540076                   | December-09   | 7/1/2010           |
| VO370M-C    | 37" LCD HDTV     | 540086                   | December-09   | 7/1/2010           |
| SV420M-C    | 42" LCD HDTV     | 540166                   | December-09   | 7/1/2010           |
| SV470M-C    | 47" LCD HDTV     | 540215                   | December-09   | 7/1/2010           |
| VBR100-C    | VIZIO Blu-Ray    | 566492                   | December-09   | 7/1/2010           |

\* These models are currently shipping. Therefore, the return period is valid until at least this date, pending further purchases. Return periods may be subject to change pending revised last purchase dates.

**Wal-Mart Canada Return Status for VIZIO Products – OUT OF WARRANTY**

| VIZIO Model    | Item Description | Wal-Mart Canada Corp. Item No. | Last Purchase | Return Valid Until |
|----------------|------------------|--------------------------------|---------------|--------------------|
| VW42LF HDTV15A | 42" LCD HDTV     | 509178 / 533835                | December-08   | 5/1/2009           |
| VP423 HDTV15A  | 42" Plasma HDTV  | 512273 / 533854                | July-08       | 5/1/2009           |
| VU42LF HDTV10A | 42" LCD HDTV     | 988317 / 501294                | June-08       | 5/1/2009           |
| VW32L HDTV35A  | 32" LCD TV       | 509128 / 533845                | December-08   | 12/1/2008          |

**PLEASE NOTE: NO MODELS ON THE OUT OF WARRANTY TABLE ARE ELIGIBLE TO BE RETURNED.**