

Lifetime Installation Warranty

Symbio guarantees each installation with a lifetime warranty on all audio, video and power cables installed by Symbio technicians. Symbio will correct any and all defects in the warranted cables and wiring at its sole cost and expense. The Lifetime Installation Warranty is limited to original customers and does not cover damage caused by users, subcontractors, or acts of God, such as floods, lightning and tornadoes.

The 180-Day Manufacturer Warranty Assistance program, or the optional 4-Year Hot-swap Guarantee, covers all furniture, speakers, and electronics purchased from Symbio. Equipment provided by customers or other service providers (i.e. Comcast, DirecTV) is not covered by any Symbio warranty, even if installed by Symbio technicians.

180-Day Manufacturer Warranty Assistance

Symbio is an authorized retailer for all merchandise sold in its stores. All purchases, with the exception of floor models sold “as is,” come with full manufacturer warranties. Symbio will assist customers, at no charge, with manufacturer warranty claims for 180 days after installation or delivery. Merchandise picked up by customers is not eligible for coverage.

Symbio will arrange for repairs to be completed in the home or will remove the merchandise for service. The 180-day Manufacturer Warranty Assistance DOES NOT include the installation of “loaner” equipment to keep the system operational while the faulty equipment is being serviced. All repairs are completed by authorized manufacturer service centers. Therefore, Symbio cannot guarantee or forecast the length of time required to complete the repair.

After the 180-day period, customers are responsible for paying Symbio service fees and any expenses associated with the repair of equipment. The 180-Day Manufacturer Warranty Assistance is not available if the merchandise has been moved outside the Greater Houston market.

4-Year Hot-swap Guarantee

Symbio customers may purchase four years of protection from system failures. The 4-Year Hot-swap Guarantee provides these benefits:

- ◆ No waiting for repairs—Symbio “hot swaps” gear to reduce down time
- ◆ Peace of mind—Complete protection for 4 years
- ◆ No hidden fees, deductibles or prorated coverage—Just a one-time fee
- ◆ Professional service—All repairs made by manufacturer service centers
- ◆ Save money—Most plans cost significantly more than Symbio’s service

YES

Initial & Date

I want this service and agree to these terms

NO

Initial & Date

I decline the offer for 4 years of protection

Terms of Service

Symbio will replace faulty receivers, DVD players, surge protectors, remote controls, speakers, and subwoofers with products of equal or similar features and functionality, though not necessarily of the same brand or model. Replacement products may be new or refurbished.

Symbio may remove rear projection TVs, plasma TVs, and projectors from the home for service. If removal of the TV or projector is necessary, Symbio will install a “loaner.” The loaner may not be the same model, brand, size, or resolution as the unit being removed for service. The original TV or projector will be reinstalled after its repairs are complete. Plasma, LCD and DLP TVs must exceed manufacturer specified limits for pixel failure before qualifying for replacement.

Symbio will repair furniture in the home or provide a suitable replacement if Symbio, at its sole discretion, determines repairs cannot be made. The 4-Year Hot-swap Guarantee protects customers from defects and failures resulting from faulty workmanship and materials, not normal wear or damage resulting from abuse and neglect.

Limitations and Disclaimers

The 4-Year Hot-swap Guarantee is valid only in the Houston market. For systems installed by Symbio technicians, the service agreement is valid only for the original installation location. The service is non-transferable. The service agreement does not cover plasma burn in or damage resulting from abuse, neglect, or acts of God, such as lightning, or flooding. Changes made by the customer to the programmable remote control will void coverage for the remote control.

Exclusion of DLP/LCD Bulbs and Filters

No Symbio warranty or service plan covers user-replaceable consumables such as bulbs and filters in DLP or LCD TVs and projectors. Symbio sells and installs, for a fee, user-replaceable bulbs and filters (see Symbio Service Fees).