

CINEMA PARTS RETURN CREDIT PROGRAM

Take advantage of this new program
and return parts for credit!

This program is not available in Canada.

Why return Cinema parts for credit?

- › Do you own Christie® Series 1 and Series 2 projectors that are idling or out of operation? You can return specific components for credit! Regardless of the operational condition of the parts, we'll give you credit, including parts to be disposed of or out-of-warranty for repair. With the credit you receive through this program, you can invest in your equipment and put it back to good use. Since there are no requirements to purchase replacement parts in exchange, you can use the credit when you want, how you want!
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Qualifying parts and corresponding credit amounts

Part number	Description	Credit USD\$	Credit GBP£	Credit EUR€
00X-000274-0X	LE M25 Series 1	2,200	1,800	2,000
00X-000320-0X	Ballast Switching 7kW	900	700	800
00X-001195-0X	Ballast 3KW	600	450	550
00X-001197-0X	PCB Motherboard	125	75	100
00X-001198-0X	LE Series 1	2,200	1,800	2,000
00X-100894-0X	LE HB Series 1	2,200	1,800	2,000
00X-101329-0X	ASSY Light Engine	3,000	2,400	2,800
00X-101341-0X	ASSY PIB	250	175	200
00X-101342-0X	ASSY ICP 1.5	440	350	410
00X-101463-0X	ASSY Light Engine	2,000	1,600	1,800
00X-102043-0X	ASSY Light Engine	4,000	3,300	3,800
00X-102075-0X	Touch Panel Control	200	150	180
00X-102958-0X	Light Engine S2K	2,000	1,600	1,800
00X-110904-0X	ASSY PCB Enhanced FIB (EFIB)	500	400	425
00X-120476-0X	Ballast 2100W	400	325	375
03-260729R52p	ASSY Enhanced FIB (EFIB) RoHS	500	400	425
353-100102-01	IMB-S3	625	500	600

How to take advantage of this program

<p>1. Contact Christie Customer Care to let them know you'd like to return a part for credit and they'll send you an RMA for credit request form.</p>	<ul style="list-style-type: none">• Americas - Cinema.orders.Americas@christiedigital.com• EMEA - Cinema.orders.EMEA@christiedigital.com• APAC - Cinema.orders.APAC@christiedigital.com• China - Cinema.orders.China@christiedigital.com• Note <i>If you already have a Case Number, please be sure to provide this reference when contacting Customer Care so they can provide you with the returns number and skip step 2.</i>
<p>2. Fill out the form in full and return it to Christie Customer Care.</p>	<p>Make sure to include:</p> <ul style="list-style-type: none">• the part number and serial number of the part you're returning• a short description of the reported failure• Mention the <i>Cinema Parts Return Credit</i> program in your communication
<p>3. Customer Care will confirm eligibility and send you an RMA order acknowledgment and number. Please follow the directions on the right within 30 days.</p>	<ul style="list-style-type: none">• Package your part(s) with original accessories in original packaging, or packaging that protects your return during shipping• Include your RMA number on your shipping label and ship to the address on your RMA order acknowledgment• Purchase sufficient insurance on your shipment: Christie is not responsible for damage or loss during transit
<p>4. Once Christie receives your returned product, within 60 days Customer Care will issue your credit once we complete product inspection.</p>	<ul style="list-style-type: none">• If we determine that your part is not repairable - or if it was lost or damaged during shipping - we will notify you and the product will have to be collected (unless it was lost in transit) from Christie's facility, and the credit request will be cancelled

Terms & conditions

Qualifying conditions

- › Qualified participants are Christie dealers and cinema exhibitors/operator end-users (“Participants”)
- › Participants must be in good standing with Christie (no past due accounts, etc.)
- › Parts qualifying for credit may have been originally purchased as new, refurbished, or demonstration units.
- › Parts qualifying for credit must be:
 - › In good working order or be repairable, as determined by Christie in its sole discretion,
 - › Received by Christie between July 1, 2023 and October 31, 2023; and
 - › Free from liens or encumbrances from any third-party.

Procedures

- › RMA requests to return parts qualifying for credit must be requested from the relevant Christie office listed below no later than September 30, 2023.
- › Return of each part qualifying for credit must be received by Christie within 30 days of the date of RMA issuance.
- › Participant’s account will be credited within 60 days after Christie’s receipt of an acceptable parts qualifying for credit under this program.
- › If returned part is ineligible (e.g. wrong part or serial number not approved for RMA) or not acceptable (e.g. not repairable or damaged beyond repair in Christie’s sole and exclusive discretion), the part may be rejected by Christie and no credit will be issued to Participant. If rejected, the part may be collected by the Participant and, if not collected within 30 days of notice of rejection by Christie, Christie may dispose of such part without any liability or compensation to the Participant.

Shipping

- › Participant will pay for all freight, insurance, duties, taxes, financing charges, and/or special handling for shipping parts qualifying for credit to Christie.
- › All parts qualifying for credit must be shipped to Christie’s designated address and labelled as indicated on the RMA order acknowledgment, including the RMA number on the shipping label.
- › All returned parts qualifying for credit must be packaged in their original packaging, or packaging that protects the parts during shipping. Electrostatic discharge (ESD) packaging is required during shipment of static sensitive assemblies with exposed circuitry.
- › Christie is not responsible for damage or loss during transit.

Miscellaneous

- › This program cannot be stacked with any product specific promotions.
- › Christie reserves the right to terminate or change any aspect of this program at any time without prior notice.
- › Christie will have no liability for loss or damage to the parts qualifying for credit received by Christie.

Corporate offices	Worldwide offices			
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For the most current specification information, please visit christiedigital.com

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CD3681-Cinema-Parts-Return-For-Credit-Jul-23-EN

