



Know your Warranty

This page is dedicated to educating you about your existing warranty or the one you might own in the future. This information is based on our experience providing manufacturing and extended warranty services to our customers. Our goal is to provide you with enough information to help you make an educated decision regarding purchasing a certain television brand or an extended warranty.

Manufacturing Warranty

TB Electronics is authorize to provide manufacturing warranty services for the following television brands: LG, Sony, Panasonic, Sharp, Philips, Mitsubishi, JVC, Hitachi, Samsung, RCA, Sanyo and Akai. Manufacturing warranty services includes repair (in-home, In-shop, Carry-in) and exchanges (pickup old television and deliver new on to customer)

Manufacturing warranty range from 90 days to 3 yrs. Most manufacturers offer a 1-year warranty. Professional grade products normally have a 2-3 year warranty. Smaller (Less than 27 inches), inexpensive televisions, provide only 90 days warranty. Most warranty cover the Part and the Labor charge require to complete the service. If you own a small television (less than 27 inch), your might only be cover for 90 days or just the Part is covered.

Warranty service is based on the date of purchase (DOP). Make sure you have your Proof of Purchase (purchase receipt) to verify that you qualify for the manufacturing warranty. If you don't have your receipt, the manufacturer could deny your claim. If you lost your receipt, some manufacturer accepts an Affidavit of purchase. This is a legal document you sign stating that you purchased the television.

If your repair require Part(s) that is No Longer Available (NLA) or uneconomical (the part cost more than the television is worth), they will exchange it, give you credit toward new television (same brand of course) or refund some of your purchase price. Your refund is generally what the current value of your television is at the time of service. Our recommendation is to do the exchange. You mostly likely will get a newer model, bigger size or better quality television.

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Here's a brief summary of how we rate the manufacturers whose warranty we services. We based our rating on the level of technical and non-technical support, spare parts availability, and responsiveness (speed to resolve the problem).

We are going to use a 5-star rating scale. A 5-star manufacturer provides the best services and 1-star provides the worst services.

★★★★★ **LG, Sony and Panasonic**

These 3 companies provide the best warranty services from our experiences. You can always talk to a live person. Parts are readily available and most importantly, they ship parts in less than 3 days. For some Panasonic models, they ship parts overnight.

★★★★★ **Sharp, JVC, Mitsubishi, Hitachi and Pioneer**

These companies provide excellent warranty services. The only issue with these companies is it may take 7 to 10 days to get spare parts.

★★★ **Philips, Funia, RCA, Sanyo and Samsung**

These companies are good when the spare parts are available. The problem is that some of their newest models have parts on factory back order for 2-3 months or the part is sometimes NLA (no longer available).

★★ **Vizio, Akai, Viore**

This is where you will experience a clear difference in the level of service the manufacturer provides. These companies have major parts availability issues. Vizio requires that the customer send the television back to them in California for service. With this group, as the old saying goes: "*You get what you pay for*"

★ **Toshiba**

From a service center stand point; we find this company extremely difficult and frustrating to work with. We decided to cancel our service center agreement with them.

Our [product Review](#) section cover in detail how the manufacturers compare to each other. If you want to make a buy decision, you should read our ranking.

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Extended Warranty

We are authorized under contract to provide extended warranty services for the following warranty companies and retailers:

- ❑ National Electronics Warranty (*N.E.W*)- Best Buy, HH Gregg, Target, Wal-Mart, Sams
- ❑ GE Consumer- Circuit city, Badcock
- ❑ Assurant- Circuit City (purchase after December 2006)
- ❑ The Warranty Group – Circuit City (purchase before December, 2006)
- ❑ ServiceNet- Provide extended warranty services to customers who buy directly from the manufacturer
- ❑ Bankers- Badcock
- ❑ NSA- Costco
- ❑ Rex Warranty- Rex Stores
- ❑ Warrentech
- ❑ Consumer Protection Solution (CPS)
- ❑ Mack Cam- Mack Cam Stores

In general most of the extended warranty companies are very customer service oriented and friendly. They focus on quick, convenient, high quality services. They measure service center's ability to complete a job in a reasonable period of time. If we cannot complete the service request timely or cost effectively, they normally do an exchange or a buyout to make sure the customer is satisfy.

If you have any specific questions about one of the above warranty administrators or any other extended warranty provider, please call us. We can answer your questions or get the answers you need.

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