

# ASUS Warranty Information Form

Mr./Mrs./Ms/Miss: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

E-mail: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (DD/MM/YYYY)

Dealer's Name: \_\_\_\_\_

Dealer's Telephone Number: \_\_\_\_\_

Dealer's Address: \_\_\_\_\_

## Serial Number



**Important: Please store this card in a secured location for future reference. ASUS reserves the right to request this document before accepting repair requests.**

This ASUS manufacturer Warranty (hereinafter “Warranty”) is granted by ASUSTeK Computer Inc. Taiwan (“ASUS”) to “You”, the owner of the newly manufactured computer system, this Warranty card is being delivered with (hereinafter “Product”), subject to the following terms and conditions. Services under this Warranty will be rendered by ASUS accredited Service Agents and Repair Centers.

## **Warranty period of the Product**

This Warranty applies for the period defined on the SSN label sticker on the 1st page of this warranty card (“Warranty Period”). For example, 12M means 12 months, 24M means 24 months, and 36M means 36 months from the date the Product was first purchased by an end customer (“Date of Purchase”). If proof of purchase cannot be provided, the manufacture date as recorded by ASUS, based upon the serial number, will be deemed to be the start of Warranty Period.

## **Warranty period of battery:**

12 months warranty from the Date of Purchase.

## **Countries, states and regions requiring more extensive or additional warranty protection**

This Warranty is given independently of any non excludable statutory warranty or guarantee that may apply in the country, state, or region of purchase, and this Warranty does not affect or limit such non excludable statutory warranties or guarantees. This Warranty card includes some additional legal information, which may be applicable to your country or region. This information is based upon information currently known to ASUS, and it may not be exhaustive. If your country, state or region requires additional non excludable warranty protection, beyond what is included in this Warranty, ASUS will abide by all local laws and regulations, and this Warranty does not affect or limit such legal requirements.

## Exclusion of Implied Warranties

ASUS warrants the Product supplied hereunder as described in this Warranty. This is ASUS' sole warranty with respect to the Product. ASUS MAKES NO OTHER WARRANTY OF ANY KIND WHATEVER, EXPRESS OR IMPLIED; AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATION IN THIS WARRANTY ARE HEREBY DISCLAIMED BY ASUS AND EXCLUDED FROM THIS AGREEMENT.

### 1. General

ASUS warrants the Product to be free from defects in workmanship and materials during the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, bag, mouse etc. If the Product fails during normal and proper use within the Warranty Period, ASUS will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally at least equivalent to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase.

Please keep the original purchase invoice and this Warranty card for future service requests. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non ASUS modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control. For further details please see section 6 of this Warranty Card.

All components repaired or replaced by an ASUS accredited Repair Center will be under Warranty for the remaining period of Warranty, but for no less than 3 months. The Repair Center may recover the originally configured operation system bundled with the Product. **ASUS will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted.**

If ASUS provides any replacement Product or parts, you hereby agree to return to ASUS and transfer the ownership of the replaced Product and/or parts. The replaced Product and/or parts shall automatically become the property of ASUS.

## **2. Exclusion of Software Support; Software provided “as-is”**

This Warranty covers the hardware of the Product. ASUS will provide technical support for the preinstalled software the Product is supplied with only to the extent that proper functioning of the hardware is concerned. For other problems with the software, we advise You to review the Quick Start Guide, the ASUS support web site and/or other online resources. Third party software may require support from the respective vendors.

## **3. TFT LCD defect policy**

Despite the highest possible standards, the intricate manufacturing of thin film transistor (TFT) liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of Your Product.

However, ASUS will provide the Warranty service for Your ASUS Product's TFT LCD screen only if there are at least:

- 3 bright Pixels or 5 dark Pixels or 8 bright and/or dark Pixels in total; or
- 2 adjacent bright Pixels or 2 adjacent dark Pixels; or
- 3 bright and/or dark Pixels within an area 15 mm in diameter.

(Please note: A bright Pixel is a white or sub-pixel that is always on under BLACK pattern. A dark Pixel is a black or sub-pixel that is always off under patterns excluding black.)

The inspection conditions are:

- Not less than 30cm distance, in a straight line, between TFT screen and inspector
- Room temperature between 20-40°C
- Lighting is between 300 and 500 lux

## **4. Customer responsibility when using the Product**

- Read the Quick Start Guide first and use the Product only according to the Quick Start Guide.

- Do not leave the Product connected to the power supply once it is fully charged and not turned on; some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically create backup copies of the data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging may provide a better protection for the Product during transportation.
- Please check the manual and ASUS support website for predefined solutions, before contacting the customer service.
- If the Product is designed with TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place. **(Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)**

## Contacting ASUS Customer Service

- Before contacting ASUS technical support, ensure that You have the Product in front of You and that it is turned on, if possible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone numbers can be found at <http://service.asus.com>. Because contact information may change, please refer to the website for updated contact information.
- You will be required on request of ASUS to assist in troubleshooting for the Product, which may include such actions as the following examples:
  - Recovering the system to restore the operating system, drivers and software to the original configuration the Product had when shipped from the factory;
  - Installing updates, patches or service packs;
  - Running diagnostic tools and programs on the Product;
  - Allowing ASUS technical support agent to access the Product with remote diagnostic tools (when available);
  - Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problems.

- If the problem is not solved remotely, you will have to return the Product to an ASUS Repair Center (this process is called “RMA”). ASUS will issue a RMA number for Your Product. Please record Your RMA Number for tracking purposes.
- Describe the problem clearly and completely on the RMA request form.
- Enclose a copy of the completed Warranty card at the beginning of this Warranty, and a copy of Your sales receipt/invoice from the seller. (Please note: ASUS reserves the right to request the original sales receipt/invoice.) If You do not provide the receipt/invoice from the seller, your warranty period will be deemed to start from the manufacture date of the Product, based upon the serial number, rather than the date of purchase.
- **Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential or proprietary information before any service process is started. You agree that ASUS may delete any data, software or programs installed on the Product without restoring them. It shall be Your own responsibility to prevent any permanent loss, damage or accidental misuse of Your data arising out of not creating a backup copy and deleting the data from the unit.**
- Pack the Product in a safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
  - Use a rigid box with flaps intact
  - Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
  - Wrap all items separately
  - Use adequate cushioning material
  - Use strong tape designed for shipping
  - Do not use string or paper over-wrap
  - Use a single address label that has clear, complete delivery and return information
  - Place a duplicate address label inside the package

- Please do not send anything but the Product itself, unless specifically requested by ASUS. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ASUS.
- Remove or provide any password with which you used to secure the Product. If access to the Product is blocked by passwords, then ASUS may not be able to detect and repair all issues of the Product.
- If the Product is designed with TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.

## **5. RMA methods**

If RMA is necessary, you must deliver your product to the nearest ASUS Repair Center. ASUS may, in its sole discretion, simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a free pick-up and delivery service.

Do not return to ASUS any contaminated Product or Product in a condition or under such circumstance that it is a danger to health and safety, including, but not limited to any Product which has come in contact with a biohazard, bodily fluids, infectious materials/substance, chemicals, hazardous substances, diseases, insects, vermin, radiation.

## **6. Exclusions from this limited Warranty Service**

ASUS does not warrant uninterrupted or error-free operation of this Product. The Warranty only covers technical hardware issues during the Warranty period and under normal use conditions. This Warranty does not apply to software issues or customer induced damages or circumstances, such as but not limited to:

- (a) The Product has been tampered with, repaired and/or modified by non authorized personnel;
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (c) The warranty seals have been broken or altered;
- (d) Obsolescence;

- (e) Damage (accidental or other) to the Product that is cosmetic, meaning damage that does not impact the operation and functioning of the Product, such as without limitation to rust, change in color, texture or finish, wear and tear, gradual deterioration;
- (f) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, accidental drops, spills, fire, or power surges;
- (g) Damage to the Product cause by improper installation, connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;
- (h) Damage to the Product caused by an external electrical fault or any accident;
- (i) Damage to the Product resulting from use outside of the operation or storage parameters or environment detailed in the User's Manual;
- (j) Damage from improper installation, improper connection, or use of parts, components, and/or software not manufactured or sold by ASUS;
- (k) Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
- (l) Unusability due to forgotten or lost security passwords;
- (m) Any contamination, condition or other circumstance of the Product, which ASUS, in its sole discretion, considers a danger to health and safety, including, but not limited to any contact between the Product and a biohazard, bodily fluids, infectious materials/substance, chemicals, hazardous substances, diseases, insects, vermin, radiation, or other;
- (n) Fraud, theft, unexplained disappearance or willful act;



## 7. Exclusion of any and all Damages

Except as provided in this Warranty, and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of Warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by ASUS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to You.

## 8. Privacy

You agree and understand that it is necessary for ASUS to collect, transfer and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintain offices, ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy under: [http://www.asus.com/Terms\\_of\\_Use\\_Notice\\_Privacy\\_Policy/Privacy\\_Policy/](http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/).

## 9. Out-of-Warranty cases

Returning the Product to the ASUS Repair Center during the Warranty period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product,

ASUS reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed, or if any of the exclusions in section 6 apply, Your request will be deemed Out of Warranty ("OOW").

If Your service request is OOW, a Service Charge List with the cost of repair may be provided to You, which you may accept or reject. If You accept, we will invoice You for the repair labor, spare parts and other costs stated in the Service Charge List. You must pay the invoice within 4 weeks of the date of issue of the invoice. The repair will only be completed after the invoice is settled.

To the extent permitted by the applicable law, ASUS may charge You a diagnostic fee (incl. transportation costs if any) of up to US \$100 (or the equivalent in local currency), if Your service request is OOW and you refuse the repair offer; or if Your Product does not require service.

## **10. Abandoned Property**

After Your Product has been repaired, or if You do not agree to the repair offer, ASUS will offer to return Your Product via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, ASUS will send You a notice at the address You provided when requesting the service. If You still do not pick up the Product within a period of 90 days from sending the notice, ASUS reserves the right to claim

damages from you, including the cost of storage; to dispose of the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

## **11. International Warranty Service**

This Warranty applies in the country of purchase.

Additionally this Warranty entitles You to international ASUS Warranty service in Europe, North America (USA, Canada and Mexico), Asia, Republic of South Africa and Australia Oceania, during the Warranty Period, subject to the following additional restrictions:

- Service procedures may vary by country;
- Some service and/or spare parts may not be available in all countries;
- Localized spare parts (e.g. keyboard/ key mats) may be replaced with the version customary in the country where the repair is requested;
- Some countries may have fees and restrictions that apply at the time of service;

- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing international Warranty and Support.

To enjoy the comprehensive international Warranty service, visit the ASUS Service Center website at <http://service.asus.com/> contact for detailed locations.

ASUS reserves the right to interpret the provisions in this ASUS Warranty Information. The information in this warranty card may change without prior notice. Please visit the ASUS Support site at <http://www.asus.com/support> for current and complete ASUS warranty information.

## **ASUS contact details**

### **This warranty is provided by:**

ASUSTeK Computer Inc.

No. 15, Li-Te Road, Peitou

Taipei 112, Taiwan