



ASUS Advance Replacement Service Request Form

RMA No. :

ASUS Service Australia Pty Ltd

Address: Unit 7, Gateway Business Park
63-79 Parramatta Rd
Silverwater NSW 2128 Australia

Customer: _____

Customer Ref: _____

Address: _____

Tel.: _____

Fax: _____

(Country code,area code must be included)

Attn.: _____

E-mail: _____

Carton No. :

PRODUCT	Model	S/N	Symptom
Server Board			
Server Board			
Server Board			
Server Board			
Server Board			
Server Board			
Server Board			
Server Board			
Server Board			

Instructions:

1. Please fill in name, model, serial number and brief symptom description for products to be serviced.
2. Please complete this form (except RMA No.), and send back by email to acau_rma@asus.com in order to get an RMA No.
3. You will be informed by ASUS once the replacement has been shipped out.
4. Once replacement received, please print a hard copy of the request form and send it back along with the faulty item(s) to the address above.
5. Please retain a copy of this form for your own reference.

Terms and Conditions :

1. Faulty unit(s) must be returned within 30 days. Missing items will be charged for, in addition to labour and handling cost involved.
2. We expect returned faulty unit(s) are free from physical damage or oxidation, extra charge may incur for warranty-void items.
3. ASUS only requires the defective part (mainboard, card, fan and power supply only) and will not be held liable for any lost or damaged components that are sent in addition to the defective part.

ASUS ARS service will be applied for the below supported models only:

- ASUS Server Barebones: only electronic parts and parts which might influence the system function & operating will be applicable to ARS: for instance fans, boards, cards & power supply units.
- For other parts not mention above will not applicable ARS and has to by case order from headquarter, may consider part lead time about 1 weeks.