

# IN SEARCH OF INCREDIBLE

Warranty Card



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**ASUS**



# ASUS Warranty Information Form

Mr/Mrs/Miss: \_\_\_\_\_

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

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

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

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**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 does not affect or limit your mandatory statutory rights.

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This ASUS manufacturer warranty (hereafter referred to as the “Warranty”) is granted by ASUSTeK Computer Inc. (hereafter referred to as “ASUS”) to the purchaser (hereafter referred to as “You”) of the ASUS computer system (hereafter referred to as the “Product”). This warranty is being delivered with the Product, subject to the following terms and conditions. ASUS accredited Service Agents and Repair Centers will provide the services covered under this Warranty.

## **Warranty period of the Product**

This warranty applies for the period defined on the label sticker at the back of the Product (“Warranty Period”). For example: 24M means 24 months, and 36M means 36 months from the warranty started date. This warranty commences on the date the Product was first purchased by an end-customer (“Date of Purchase”). If the Date of Purchase is not applicable, the start of the Warranty Period will be on the date the Product was first activated by an end-customer recorded by ASUS (“Date of Activation”). If Date of Activation cannot be applied or proof of purchase cannot be provided, the manufacture date as recorded by ASUS will be deemed to be the start of the Warranty Period.

## **Statutory Guarantees**

This warranty is given independently of any statutory rights that may apply in the country of purchase and does not affect or limit such statutory rights in any manner whatsoever.

### **1. General**

ASUS warrants the Product to be free from defects in workmanship and materials for the Warranty Period, provided that the coverage of bundled accessories warranty may vary by different countries, please refer to ASUS official website of the country of purchase for details. If the Product fails during normal and proper use within the Warranty Period, ASUS, at its discretion, will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. Please keep the proof of purchase and this warranty card for future service request. 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 third party software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control. For further details, see section 6 of this Warranty Card.

All components that an ASUS Service Center repaired or replaced will be under warranty for three months or for the remainder of the warranty period, whichever is longer. 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 the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of ASUS.

## 2. Software Support

Any software delivered with the Product is provided "as-is". ASUS does not guarantee uninterrupted or error-free operation of any software provided with the Product.

This warranty covers the hardware of the Product. ASUS will provide technical support for the Product's preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, 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.

**NOTE:** A bright pixel is a white or sub-pixel that is always on under BLACK pattern. A dark pixel is a dark 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
- Lighting is between 300 and 500 lux

## 4. Customer responsibility

### When using the Product

- Read the user manual first and use the Product only according to the user manual.
- 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 back up your data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- Please check the manual and the ASUS support website for troubleshooting solutions, before contacting the customer service.
- If the Product is designed with the 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.**)

### When 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 feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone number can be found at <http://www.asus.com/support>.
- You will be requested by ASUS to perform some of the Product's

troubleshooting tasks or actions, which may include the following:

- Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
  - Installing updates, patches or service packs.
  - Running diagnostic tools and programs on the Product.
  - Allowing the 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, ASUS Call Center will instruct you on how to get the hardware repair service (this process is called "RMA"). ASUS may issue an RMA number for Your Product. Please record Your RMA Number for tracking purposes. For further details, see section 5 of this Warranty Card.
  - Describe the problem clearly and completely on the RMA request form.
  - Enclose a copy of this completed warranty card and a copy of Your proof of purchase. (Please note: ASUS reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by ASUS will be deemed to be the start of the Warranty Period.
  - **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. ASUS may delete any data, software, or programs installed on the Product without restoring them. ASUS shall not be held liable for the permanent loss, damage, or misuse of your data.**
  - If you will have to return Your Product for repair, pack the Product in 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 the RMA request form inside the package
- Please do not send in 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 that You assigned to the Product. If access to the Product is blocked by passwords, then ASUS may not detect and repair all failures of the Product.
- If the Product is designed with the TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.
- When you want to provide the Product to ASUS for service process, please provide the complete Product back to us. ASUS cannot start any service process if you only provide single parts disassembled from the Product to ASUS.

## 5. RMA methods

If RMA is necessary, below are the types of warranty support service that may be applicable to the product or service you have purchased. These services may not be available in all countries or regions, and may have fees or restrictions accordingly by different countries. For more details, please contact ASUS Call Center indicated on ASUS Support site at <http://www.asus.com/support>

### ***Carry-In***

It will be required that the defective product be brought to an ASUS Repair Center for repair. You need to pay for any transportation, taxes, or duties associated with transporting the product to and from the ASUS Repair Center location. In addition, you are responsible for insuring any product shipped or returned to ASUS Repair Center and assume the risk of loss during transportation.

### ***Mail-In***

It will be required that the defective product be delivered to an ASUS Repair



Center for repair. You need to prepay any shipping charges, taxes, or duties associated with transporting the product to and from the ASUS Repair Center location. In addition, you are responsible for insuring any product shipped or returned to an ASUS Repair Center, and you assume risk of loss during transportation. ASUS Repair Center will ship the repaired product to you without any logistics cost.

### ***Pick up & return***

ASUS will pick up the defective product from your location, repair it, then return it to you. ASUS will incur logistics and insurance fee for the service.

### ***On-site service***

If ASUS determines your product is covered by On-site service warranty, and remote diagnosis cannot solve your problem, ASUS may schedule a visit to the product location from an ASUS technician for repair service. An on-site service will be scheduled during standard office hours. Standard office hours are typically 9:00AM to 5:00 PM (09:00 to 17:00), Monday to Friday, but may vary with local business practices.

The visit time may vary, and additional charges may be incurred, depending on travel constraints and distance from the nearest ASUS Repair Center location.

To find the phone numbers of the nearest ASUS Repair Center, please visit the ASUS Support site Contact Us for more details, at <http://www.asus.com/support/Service-Center-All-Countries/>

To receive on-site support, you must:

- If the products are being used in an environment with potential health or safety hazard to ASUS engineer, please move your product to an easily accessible, and safety location with enough space.
- Have a representative present with knowledge of the Product when ASUS technician arrived at product location.
- Subject to its reasonable security requirements, provide ASUS technician with sufficient, free, and safe access and full access to Your Product, information, and systems determined necessary by ASUS to provide timely support.
- Ensure that all ASUS labels and proof of purchase (such as serial numbers) are in place, accessible, and legible.

- Maintain an environment consistent with product specifications and supported configurations.

## **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 in normal use conditions. It applies to firmware issues but not to any other software issues or customer induced damages or circumstances such as but not limited to:

- (a) Damage caused to this Product(s) by you or any non-authorized third party.
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed.
- (c) Obsolescence.
- (d) Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;
- (e) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions.
- (f) Damage to the Product caused by improper installation, improper connection or malfunction of an external peripheral device such as printer, optical drive, network card, or USB device, etc.
- (g) Damage to the Product caused by an external electrical fault or any accident.
- (h) Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual.
- (i) 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.
- (j) Unusability due to forgotten or lost security passwords.
- (k) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation.
- (l) Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by a willful act of the customer.
- (m) Unusability or damage to the Product caused by installing and using the

Unlock Device App, which is a utility that will unlock your Product's boot loader but will render the Warranty null and void.

## **7. Limitation of Liability**

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**

It is necessary for ASUS to collect, process, and use Your personal data in order to facilitate the requested service; and for this purpose Your personal data may be transferred to, stored, processed or used by ASUS' affiliated companies or ASUS' service providers who may be located in a different country to you. ASUS committed that all said transfer, storage, process or use of Your personal data shall be subject to applicable laws on privacy protection and personal data security and the "ASUS Privacy Policy". Please access and read the ASUS Privacy Policy at:

[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 an offer for repair will be provided to You, which You may accept or reject. If You accept the repair we will provide You with an invoice 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 invoice's date of issue. The repair will only be completed after the invoice is settled.

## 10. Abandoned Property

After Your Product has been repaired/replaced, or if You do not agree to the repair offer, ASUS will return your repaired product /product replacement 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 fail to 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 the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

## 11. Warranty and Support

This Warranty applies in the country of purchase. Product purchased in European Union is eligible for ASUS Warranty Service within European Union.

In this Warranty:

- Service procedures may vary by country.
- Some service and/or spare parts may not be available in all countries.
- Some countries may have fees and restrictions that apply at the time of service, please visit the ASUS Support site at <http://www.asus.com/support> for more details.
- Localized spare parts (such as keyboard/ keymats) may be replaced with the version available in the country where the repair is requested.
- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing ASUS Warranty and Support, please visit the ASUS Support site Contact US for more details, at <http://www.asus.com/support/contact-ASUS>
- To enjoy comprehensive international warranty service, visit ASUS Service Center website at <http://www.asus.com/support/contact-ASUS> 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.  
1F., No. 15, Lide Rd., Beitou Dist.,  
Taipei City 112  
Phone: +886-2-2894-3447

# ASUS Warranty Information Form

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

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

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

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

Serial Number