

# IN SEARCH OF INCREDIBLE

Warranty Card



Support

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**ASUS**



# 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



**WARNING:** This product may contain chemicals known to the State of California to cause cancer, and birth defects or other reproductive harm. Wash hands after handling.

**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.

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 date the warranty started (“Warranty Start Date”). This warranty commences on the date the Product was first purchased by an end-customer (“Date of Purchase”), and terminates on the end of the Warranty Period (“Warranty End Date”). 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. If the Warranty End Date falls upon a national holiday or any non-business day, it will be extended to the next business day. The actual Warranty End Date may vary depending on the countries national holidays or non-business days.

## **Warranty period of battery:**

12 months warranty from the Date of Purchase.

## **Statutory Rights**

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 in the country where you originally bought your ASUS product during the Warranty Period. Please note that the warranty terms of bundled accessories may differ from the Product in different countries, please refer to <https://www.asus.com/support> or <https://rog.asus.com/support> for more details. (Please select your product by choosing your product series / product model to see its warranty) 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 original purchase invoice 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 applicable. 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. Display Panel Defect Policy**

Despite the highest possible standards, the intricate manufacturing of the display panel 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 display panel 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.

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**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.

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The inspection conditions are:

- Not less than 30cm distance, in a straight line, between the display panel and the inspector
- Room temperature between 20~40°C
- 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 <https://www.asus.com/support> or <https://rog.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, you will have to return the Product to an ASUS Repair Center (this process is called "RMA"). ASUS will issue an 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 this completed warranty card and a copy of Your sales invoice/receipt detailing the purchase of Your Product. (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.**
- 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 a duplicate address label 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.



## 5. RMA methods

If RMA is necessary, you have to 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.

## 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, and the damage caused accordingly will not be covered by this Warranty, including but not limited to improper installation of HDD, SSD and/or RAM.
- (b) For those installed or modified with any other non-original software or hardware (such as HDD, SSD or RAM), ASUS will only test/repair under the original software/hardware configuration. ASUS does not warrant the issue caused by non-original software or hardware. This Warranty will not cover the damage caused accordingly, including but not limited to improper installation.
- (c) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (d) Obsolescence;
- (e) 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;
- (f) 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;
- (g) Damage to the Product caused by improper installation, improper 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, storage parameters, or environment detailed in the User's Manual;
- (j) 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;
- (k) Unusability due to forgotten or lost security passwords;
- (l) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
- (m) Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by a willful act of the customer;
- (n) 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.
- (o) Damage to the Product arising from cryptocurrency mining or related activities unless the model is especially designed for mining.

## **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

If your product is not protected under the warranty specified in this service manual whether because the warranty period has expired or the product's problem or defect is not eligible for repair (that is, one of the conditions specified by the "Warranty Exclusion Clause"); you may choose to pay for support services outside of the warranty including, but not limited to, telephone support and/or product maintenance services. The warranty service procedures may vary by country. For the latest applicable and most comprehensive ASUS product service information, please refer to the ASUS Support site at <https://www.asus.com/support> or <https://rog.asus.com/support>.

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 the Warranty Exclusion Clause 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 30 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. International Warranty and Support

ASUS Product International Warranty offers service and support during the Warranty Period within the covered countries of ASUS Product International Warranty if applicable to the warranty entitlement of Product. For example, if an ASUS product purchased in country "A" travelled to country "B" and would like to request for service in country "B", then if "A" and "B" are within the countries covered by ASUS Product International Warranty, such ASUS product may be eligible to receive international warranty in country "B", subject to the following restrictions:

- For coverage countries list of ASUS Product International Warranty, please visit ASUS support site <https://www.asus.com/support> or <https://rog.asus.com/support>. (Please select your product by choosing your product series / product model to see its warranty.)
- Service procedures may vary by country.
- Some service and/or spare parts may not be available in certain countries.
- Localized spare parts (such as keyboard/ keymats) may only be available in certain countries, and may be replaced with the spare parts available in the country where the repair is requested.
- Some countries may have fees and restrictions that apply at the time of service, please visit the ASUS Support site at <https://www.asus.com/support> or <https://rog.asus.com/support> for more details.

- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing the ASUS Product International Warranty, please visit the ASUS Support site at <https://www.asus.com/support> or <https://rog.asus.com/support> for more details.
- Some products may not be eligible for ASUS Product International Warranty due to product configuration. For eligible products with ASUS Product International Warranty, please visit ASUS support site <https://www.asus.com/support> or <https://rog.asus.com/support> and/or contact your local region for further clarification.

To enjoy comprehensive international warranty service, visit ASUS Service Center website at <https://www.asus.com/support> or <https://rog.asus.com/support> 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 <https://www.asus.com/support> or <https://rog.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



# IN SEARCH OF INCREDIBLE

保固卡



尋找解決方案  
即刻掃描  
獲得支援

Support



註冊您的產品  
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更多會員福利

ASUS





# 華碩產品服務手冊

姓名（先生/女士/小姐）： \_\_\_\_\_

聯絡電話： \_\_\_\_\_

聯絡地址： \_\_\_\_\_

E-mail 電郵： \_\_\_\_\_

購買日期： \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ （年/月/日）

經銷商名稱： \_\_\_\_\_

經銷商聯絡電話： \_\_\_\_\_

經銷商地址： \_\_\_\_\_

條碼



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**重要！**請妥善保管此保固卡以備日後使用。在接受維修要求之前，華碩有權要求您出示此文件。但此保固卡並不會影響或限制您原有的法定權益。

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現在就上網登錄立即晉升為華碩 VIP 會員，登錄註冊成功後，您的保固日期將以「購買當日」為起始日期（請保留蓋有經銷商店章收貨單據或發票影本，於機台維修時出示，使享有此獨享服務）。

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此華碩產品服務手冊（以下稱為「服務手冊」）由華碩電腦股份有限公司出示給購買者（以下稱為「您」），隨您在購買華碩電腦系統（以下稱為「產品」）時一起附帶，並受以下條款及條例限制。產品的保固將由華碩公司授權的技術服務人員及維修中心提供。

## 產品保固期限：

華碩公司保證此產品在其後側標籤上所標明的時間內提供保固服務，例如：24M 表示自購買日起 24 個月內，36M 表示自購買日起 36 個月內。此產品保固以使用者首次購買產品的日期開始計算（“購買日”），以產品保固結束日期為結束（“保固終止日”）。若使用者無法提供該產品對應的有效購機發票原件時，則產品保固期將從華碩產品啟用後的首次連網日期開始計算；若既無法提供對應發票，又無法查到首次連網記錄，則產品保固期將以機身序列號所對應的出廠日期開始計算。若保固截止日期為法定節假日或非工作日，則順後延至下一工作日。確切的保固截止日期可能會因國家法定節假日或非工作日不同而有所差異。

## 產品電池保固期限：

自購買之日起 12 個月。

## 法定條款：

本保固獨立於任何您所購買產品的國家所適用的保固條款，但並不會以任何方式影響或限制法定的保固維修。

### 1. 概述

華碩保證其產品在產品購買國於保固期內沒有工藝及材料上的缺陷，隨附配件的保固條款可能會因不同國家的產品不同而有所差異。更多資訊，請造訪 <https://www.asus.com/support/service-center-location>（請透過產品系列 / 產品型號選擇產品以查看其保固期）。在保固期內如因產品故障，華碩公司將於您所購買的國家免費提供保固服務。保固內容不包括隨產品搭配的配件，如電源線、電腦包、滑鼠等。如本產品在保固期內正常使用時發生故障，華碩公司將依據檢測結果維修或更換問題元件，或產品本身。

此保固僅適用於新產品自購買之日起。請妥善保管原始購機發票，以便日後維修服務所需。保固服務不包括由於不正確的安裝、操作、清潔、維修、意外事故、損壞、誤用、濫用、非華碩原廠零配件、第三方軟體錯誤、自然磨損或其它非華碩控制範圍之內之事故、行為、故障或疏忽所造成的故障。

由華碩授權的服務中心維修或替換的所有元件在剩下的保固期內或三個月內正常操作使用下故障仍可獲得免費保固。服務中心會在維修產品時回復作業系統的預設設定。華碩公司不會復原或轉移任何送修產品儲存媒體中的任何資料或軟體。產品維修後，所有使用者的原始資料將被永久刪除。

如產品接受保固服務，您同意將替換的損壞元件的所有權轉至華碩公司，並自動視為華碩公司的財產。

## 2. 軟體支援

保固期內包含此產品的硬體。華碩公司僅提供與此產品硬體功能相關的預裝軟體的技術支援。有關軟體的其它問題，我們建議您參考使用手冊、華碩技術支援網站等線上資源。第三方軟體的問題請諮詢軟體銷售方。

## 3. 顯示螢幕面板保固條款

由於顯示螢幕面板在製造程序上的複雜性，因此螢幕有可能出現亮點（bright pixels）、暗點（dark pixels）等現象，但這些並不影響產品的效能。

本公司基於提供客戶更完善的服務，在下列的情況下提供顯示螢幕面板保固服務：

- 螢幕上亮點超過 3 點（不含 3 點），或暗點超過 5 點（不含 5 點），或亮點和暗點合計超過 8 點（不含 8 點）。
- 2 點相鄰的亮點，或是 2 點相鄰的暗點。
- 在 15 平方公厘的範圍內出現 3 點亮點或暗點。  
（備註：在全黑底色的畫面下，會不正常發光的點稱之為亮點，其餘稱為暗點，其它底色顯示不正常發光的點也稱之為暗點。）

審查的環境如下：

- 螢幕與審查員間的直線距離不得小於 30 公分
- 室內溫度介於 20-40℃
- 環境照明度介於 300-500 lux

## 4. 使用者責任

### 使用產品時

- 請先閱讀使用手冊並遵照使用手冊的指示使用本產品。
- 部份電器裝置的設計不支援長時間連接電源。
- 定期備份儲存在本產品上的資料訊息。
- 請保留原始包裝。在寄送過程中原始包裝會為本產品提供更佳保護。
- 在您聯絡客戶服務前，請先參考使用手冊及華碩技術支援網頁，查看常見問題的解決方法。
- 如本產品的設計包含 TPM（可信平臺模組）功能，請妥善保管好內嵌安全晶片預啟動密碼。（注意：鑒於 TPM 的設計，華碩公司無法重置內嵌安全晶片預啟動密碼。如您遺失該密碼，該產品只能透過更換整塊主機板進行維修，此維修並不包含在保固內。）

### 聯絡華碩客戶服務時

- 在聯絡華碩技術支援前，如情況允許，請確認您已開啟產品並擺放在面前。同時請您準備好提供產品序列號、型號名稱以及有效購機發票憑證。
- 您可在華碩技術支援頁面 <https://www.asus.com/support/service-center-location> 中找到技術支援熱線。
- 華碩公司需要得到您的支援以便排除產品的故障，您可能會被要求執行以下操作：
  - 還原系統以回復作業系統、驅動程式及軟體至此產品出廠時的預設設定。
  - 安裝更新套件。
  - 在產品上執行診斷工具或程式。
  - 在情況允許的條件下，同意華碩技術支援人員透過遠程診斷工具連接此產品。
  - 執行其它由華碩技術支援人員要求的幫助確認或解決問題的合理操作。
- 如果您的問題未能透過遠程協助解決，請將您的產品送至華碩維修中心。華碩公司將為您的產品開立一個維修編號。請記錄您的維修服務編號以便進行服務進程追蹤。
- 請在維修表單中詳盡完整地描述產品問題。

- 請提供完整的服務手冊及您購買此產品的發票或收據等訊息的影印件。（請注意：華碩公司有權索取原始購機檔案）如您無法提供該產品對應的有效購機發票時，則產品保固期將以機身序列號所對應的出廠日期開始計算。
- 在送修前，請確認將重要資料完整備份並已移除任何儲存在此產品上的個人、機密、財產等訊息。華碩公司在不備份的情況下，刪除安裝在此產品上的任何資料、軟體或程式。您將自行承擔未建立備份檔案而刪除資料，並由此導致的資料永久遺失、損害或誤用等責任。
- 請使用原始包裝袋包裝產品。在運輸過程中，原始包裝袋能為本產品提供更好的保護。若您對產品的包裝不當，華碩公司將對在轉運過程中發生的損害不承擔任何責任。
- 除華碩公司特別要求外，請不要寄與本產品無關的其它物品。請取出產品的任何周邊配件以及移動儲存裝置，如記憶體、光碟片、隨身碟等。除由華碩公司的主觀或客觀疏忽行為而造成的錯誤，華碩公司將對任何產品配件以及移動儲存裝置的遺失、損毀、損壞不承擔責任。
- 請移除或提供任何保護此產品的密碼。如在維修過程中受密碼阻礙限制，華碩公司可能無法檢測或修復產品的所有問題。
- 如本產品的設計包含 TPM（可信平臺模組）功能，請提供內嵌安全晶片與啟動密碼。

## 5. 維修服務流程

保固支援服務內容可能因您所購買的產品或服務而不同，並依據國家與產品配置的不同而相應地收取費用或帶有某些限制。欲了解更多資訊，請諮詢華碩支援網站 <https://www.asus.com/support/service-center-location> 上的授權維修中心。

## 6. 保固排除條款

華碩公司不保證此產品不間斷或無錯誤運作。在保固期內可提供的任何技術或其他支援，如透過電話諮詢操作方式、產品相關設定與資訊問題，均無須出示任何服務手冊便可獲得。此保固服務僅包括在保固期內與正常使用狀況下所發生的故障或失常。若因下列因素引起之損害，將不提供保固服務：

- (a) 產品由您或非經授權的第三方導致的毀損，包括並不僅限於由於硬碟、固態硬碟 和/或 RAM 模組的不正確安裝所造成的損毀。

- (b) 對於非華碩授權維修中心人員安裝或修改的軟體或硬體（如硬碟、固態硬碟或 DRAM 模組安裝），華碩公司僅在原始軟體/硬體設定下進行維修/測試，並不保證能夠解決非華碩軟體或硬體造成的問題。此保固服務並不覆蓋由此引起的相應損毀，包含但並不僅限於不正確的安裝引起的損毀。
- (c) 任意變更、取消或移除產品之條碼、零件或配件；
- (d) 產品已報廢；
- (e) 由於產品的外觀改變（意外或其它）所造成的損壞，但對產品的作業過程及效能無影響。如生鏽、更改顏色、紋理裝飾、自然磨損及產品的逐步老化；
- (f) 由於戰爭、恐怖主義、火災、意外、自然災害、故意或無意的誤用、濫用、疏忽、非原廠維修，或非正常狀況下使用對產品所造成的損壞；
- (g) 由於不正確安裝或連接周邊裝置如印表機、光碟機、網路卡或 USB 裝置所導致的故障；
- (h) 由於外接電源問題或意外導致的故障；
- (i) 未按照使用手冊操作方式、儲存設定或未在界定的適用範圍內操作造成損壞；
- (j) 由第三方軟體或電腦病毒所引起的問題或故障。以及在維修或更換過程中導致的軟體、資料訊息丟失；
- (k) 由於忘記或遺失安全密碼而導致的無法使用；
- (l) 由於有毒物質、疾病、蟲害或輻射等污染而導致的無法使用；
- (m) 欺詐、偷盜、無故消失等蓄意行為；
- (n) 由於安裝或使用解鎖裝置程式造成的無法使用或損毀，此程式集將會解鎖產品的啟動加載項，將導致您的保固無效。
- (o) 由於加密貨幣挖礦或相關活動而對產品造成的損毀，專門為挖礦而設計的機型除外。

## 7. 責任範圍

除本保固提供以及在法律允許的最大範圍內，華碩公司對違反保固條例或其它法律所造成的直接、特殊、偶發、間接損壞概不負責。包括但不限於使用損失、稅務損失、實際或預期收入損失（包括合同收入損失）、錢款損失、預存費用損失、商業損失、機會損失、商譽損失、名譽損失、資料損壞損失、包括任何因替換裝置及財產造成的間接損失或損壞、任何因還原複製在產品上儲存或使用的資料而產生的費用。以上限制并不適用於或因華碩公司疏忽而造成的人身死亡或傷害

害索賠，或任何故意及重大過失行為的法定責任。部份法律規定不允許責任的全部免除或對偶發及間接損壞的責任限制；所以上述限制或排除條款可能對您不適用。

## 8. 個人資料保護

華碩公司為使維修服務更便捷而需收集處理並使用您的個人資料，因此您的個人資料可能會被傳輸至華碩公司或其任何設有分支公司辦事機構的國家進行儲存、處理或使用。華碩承諾，所有上述對您個人資料的傳輸、儲存、處理或使用都將嚴格遵守隱私權保護和個人資料安全所適用的法律，並接受華碩隱私權保護政策的保護。

## 9. 過保案件

若您的產品不受本保固手冊中指定保固條款的保護，例如，由於保固期已過、產品問題，或產品存在缺陷而不符合維修條件（即「保固排除條款」指定的條件之一），您可以選擇在保固範圍之外為支援服務付費，包括但不限於電話支援和 / 或產品維護服務。保固服務流程可能因國家 / 地區而異。有關最新適用和最全面的華碩產品服務資訊，請造訪華碩支援網站 <https://www.asus.com/support/service-center-location>。

在保固期內將產品送回華碩維修中心並不代表機器將獲得免費維修。在收到產品後，華碩公司有權檢查購買證明（發票）及保固服務需求的有效性。如果保固期已失效或符合保固排除條款中的任何一條，您的保固需求將被視為無效。

如果您的保固需求被視為無效，華碩公司將出具一份維修價格表，您可選擇接受或拒絕。如果您選擇接受，華碩公司將為您開立包含維修費用、料件費用以及其它在價格表上列出的項目費用的發票。

## 10. 放棄所有權

當您的產品維修完成後或您不同意維修，華碩公司將透過維修服務流程送回您的機器。如果您未取回您的產品，或按照您提供的地址無法送達，華碩公司將在 30 天內保管您的產品。在此期限過後，華碩公司將依據您申請維修服務時所提供的聯絡資料通知取件。如您仍未前來取回您的產品，華碩公司保留包括向您索賠保管費用、按照適用的法律法規處理產品以及任何對於未支付費用的法律留置權等權利。

## 11. 國際保固與支援

若您在華碩產品國際保固服務所涵蓋的國家範圍內購買華碩產品或尋求服務，華碩公司將為您提供國際保固服務和技術支援。例如，若您於國家“A”購買華碩產品，然後您遷往國家“B”，並希望在國家“B”尋求保固服務，若國家 A 和 B 都涵蓋在華碩產品國際保固服務的範圍內，此華碩產品在國家“B”符合國際保固服務要求，但必須符合以下限制：

- 有關更多華碩產品國際保固服務的涵蓋國家，請參考華碩技術支援網站 <https://www.asus.com/support/service-center-location>（請透過產品系列 / 產品型號選擇產品以查看其保固期）。
- 保固服務流程會按國家而有所不同。
- 部份保固服務或配件並非在所有國家均有提供。
- 當地隨機出貨之配件（諸如鍵盤 / 按鍵）可能僅在某些國家可以獲得，如需替換將依您申請保固服務所在國家可提供的版本為準。
- 部份國家在保固時可能會產生費用或限制條款。更多資訊，請參考華碩技術支援網站 <https://www.asus.com/support/service-center-location>。
- 部份國家可能需要您出示附加文檔，如購買證明、進口證明，優先進行國際保固支援。更多資訊，請參考華碩技術支援網站 <https://www.asus.com/support/service-center-location>。
- 出於型號設計考慮，某些產品可能不符合華碩產品國際保固服務。有關更多符合國際保固服務的產品清單，請參考華碩技術支援網站 <https://www.asus.com/support/service-center-location>（請透過產品系列 / 產品型號選擇產品以查看其保固期）。



您可以前往華碩技術支援網站 <https://www.asus.com/support/service-center-location>，查看更多國際保固服務資訊與服務中心地點。

華碩公司保留對華碩產品服務資訊解釋說明之權利。有關最新適用及完整之華碩產品服務資訊，請參考華碩技術支援網站 <https://www.asus.com/support/service-center-location>。

## 華碩聯絡資訊

此保固服務由以下公司提供：

華碩電腦股份有限公司

台北市北投區立德路 15 號 1 樓

電話：+886-2-2894-3447