

# How to Redeem for the ASUS Assured Buyback Program?

## 1. Download & Login to the OneAssist App

Customers must download and log in to the OneAssist app to initiate the redemption process. Download the app here: <https://oneassist.in/app/>

## 2. Select ASUS/ROG Exclusive Store

Choose the ASUS/ROG Exclusive Store where you wish to avail the voucher code for the Assured Buyback Program.

## 3. Device Check & Pickup Scheduling

Upon completing in-app diagnostics and verification checks, a pickup for the device will be scheduled. A OneAssist pickup partner will contact the customer to arrange the collection.

## 4. Buyback Valuation & Quality Check (QC) Report

At the time of device valuation, the following scenarios may occur:

- No Discrepancies: If the QC report matches, the customer will receive the committed Assured Buyback (ABB) value.
- Discrepancies Found: If there is a mismatch in the QC report, OneAssist will provide a revised ABB value.
- If the customer accepts the revised value, the OneAssist executive will proceed with the pickup.
- If the customer declines the revised ABB value, the request/plan will be canceled, and the device will not be collected.

## 5. Voucher Code Issuance

After a successful quality check at the customer's location, OneAssist will issue the appropriate voucher code via email.

## 5. Visit the Selected ASUS/ROG Exclusive Store

The customer must visit the ASUS/ROG Exclusive Store selected on the OneAssist app during redemption to purchase a new laptop. The voucher code must be presented at the store for redemption.

## 5. Verification & Laptop Upgrade

Upon successful verification and validation, the customer can upgrade to a new laptop at a discounted price using the Assured Buyback Voucher.

## 5. Mandatory Government ID Submission

A valid government-issued ID is required for the redemption process.