



ASUS Advance RMA Replacement program is an advantage for customers with urgent needs of their product. ASUS has taken the time and consideration to provide this program for customers; therefore the following Terms & Conditions will be enforced.

- Customers are entitled to one Advance Replacement per RMA. ***The original product must be received before another advance replacement can be issued (Excludes: APS and CSM eligible models**).***
- Expedited shipping requests will be a separate charge. *Refunds will NOT be given on expedited shipping fees (2nd Day, Overnight, and International Priority).* Be advised that shipping charges are processed when the non-working unit is received using the authorization hold amount originally placed.
- Products will ship out within 48 hours (2 business days) from the time the advance replacement submission request is received and the authorization hold has been verified. *Expedited shipping request does NOT expedite the processing time.*
- Once the customer has received the replacement product, the original non-working product must be returned to ASUS no later than the end of the 14th day, otherwise the authorization hold captured for the product will be processed for the full amount. Any package received after the 14th day will be refused and all refund requests will be denied.

A single authorization hold* will be placed on the credit card prior to shipment. The single authorization hold amount will consist of the following: Original MSRP (Manufacturer Suggested Retail Price) of the product cost of ground shipping (expedited shipping is a separate non-refundable charge), plus \$10.00 processing fee.

Physical Damage

Any Physical damage found on your product, including shipping damage, will void the warranty. If the product is received with damage, charges will not be removed from your credit card.

Physical damage is NOT covered under your ASUS warranty under ANY circumstances and automatically VOIDS the warranty on your product. Physical damage consists of any physical alterations to the product. This damage can include any shape or form of corner / edge damage, broken traces, broken CPU socket /slots, and/or burns, etc.

This policy has been imposed by ASUS Computer International and cannot be altered or negotiated. ASUS Computer International reserves the right to amend the Terms & Conditions without prior notice or consent.

* Depending on the credit card company/bank, you may see a charge rather than an authorization hold on the card. All authorization holds are released automatically by the issuing bank within 30-calendar days. Please contact your credit card company for more information.

** Eligible models for APS (ASUS Premium Service) and CSM (Corporate Stable Model) programs, please visit <http://service.asus.com>