

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



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 (hereinafter referred to as the "Warranty") is granted by ASUSTeK Computer Inc. (hereinafter referred to as "ASUS") to the purchaser (hereinafter referred to as "You") of the ASUS networking product (hereinafter 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 gift box of the Product ("Warranty Period") from the date the Product was first purchased ("Date Of Purchase") by an end-customer. If 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 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 for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, USB cradle, splitter, power adapter, antenna, etc. If the Product fails during normal and proper use within the Warranty Period, ASUS, at its discretion, will update/upgrade the firmware of the Product, or swap the whole Product.

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 4 of this Warranty Card.

If the Product is swapped by ASUS and is under the Warranty Period, You hereby agree to transfer the ownership of defective products and such products shall automatically become the property of ASUS.

2. Customer responsibility

When using the Product

- Read the user manual first and use the Product only according to the user manual.
- Please check the manual and the ASUS support website for troubleshooting solutions, before contacting the customer service.

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 it is 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/Contact-ASUS>.
- 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/upgrades of the firmware 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.
- 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.

3. Warranty Service

- 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.

This service applies to the following countries: UKRAINE, ARMENIA, REPUBLIC OF BELARUS, KAZAKHSTAN, REPUBLIC OF MOLDOVA, THE RUSSIAN FEDERATION, TURKMENISTAN, REPUBLIC OF KYRGYZSTAN, REPUBLIC OF AZERBAIJAN, GEORGIA.

- If the problem is not solved remotely, You will have to return the Product to the Dealer where you purchased Your Product, and the Dealer will pursue ASUS Warranty for swap the whole Product.

This service applies to the following countries: AUSTRIA, GERMANY, BELGIUM, NETHERLANDS, SWITZERLAND, FRANCE, SPAIN, CYPRUS, GREECE, ITALY, PORTUGAL, DENMARK, FINLAND, NORWAY, SWEDEN, THE UNITED KINGDOM, IRELAND, CZECH REPUBLIC, SLOVAKIA, HUNGARY, ROMANIA, POLAND, BOSNIA AND HERZEGOVINA, CROATIA, REPUBLIC OF MACEDONIA, REPUBLIC OF SERBIA, SLOVENIA, LITHUANIA, LATVIA, ALBANIA, ESTONIA, REPUBLIC OF MONTENEGRO, BULGARIA, KOSOVO, TURKEY

4. 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) The Product has been tampered with, repaired and/or modified by nonauthorized personnel;
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (c) The warranty seals have been broken or altered;
- (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 improper installation, improper connection or malfunction of a 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;
- (j) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
- (k) Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by a willful act of the customer;
- (l) 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.

5. 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.

6. Privacy

It is necessary for ASUS to collect, transfer, and process personal data in order to facilitate the requested service; and for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintains offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, ASUS will use and protect Your personal data at any time and in any country subject to 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/.

7. Out-of-Warranty cases

Returning the Product to the ASUS Repair Center and/or Dealer 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 clause 4 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.

8. Abandoned Property

After Your Product has been updated/upgraded/swapped, or if You do not agree to the warranty service offer, ASUS will return your Product/ product replacement via the agreed 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.

9. Warranty and Support

This Warranty applies in the country of purchase. 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.
- 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 at <http://www.asus.com/support> for more details.

To enjoy comprehensive ASUS 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.

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Taipei 112, Taiwan

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