

Dear Customer.

We are currently facing unprecedented circumstances due to the impact of the Corona Virus Pandemic (Covid-19). To ensure the safety of citizen's, The Government has implemented new advisory in several parts of the country, in line with this we have initiated several measures for your safety as well as the safety of our service staff and partners who serve you.

Our Service team will continue to put in extraordinary efforts to ensure that we are able to serve you in the best possible manner and restore our regular speed and effectiveness as soon the situation gets better.

Please follow below rules to help you and service centre staff.

1. Wait for your turn or token display. Do not pressure the frontend executive.
2. Social distancing is absolutely necessary to fight the COVID-19 pandemic and contain its menacing exponential growth.so keep a min 3ft distance with frontend executives or other customers.
3. We care for your health, please wear mask to communicate with the executive.
4. Based on Government guidelines on number of people at the SC, Only one-person is allowed to wait in customer waiting area. We humbly request you to comply with the guidelines.

Onsite Services Guidelines.

1. If any of your family members are infected with COVID or your home falls under restricted or containment zone, please inform our service partner or engineer in advance during the appointment so we can postpone or cancel the call to avoid further transmission.
2. Please keep children away at the time of onsite service.
3. At times the authorised service partners need to take decisions based on local situations (i.e. working time or travel restrictions) to pick up the unit, repair and return, Keeping this in mind, we request you to back up your personal data before the engineer visits to avoid more time spent by him stay at your home.

Your understanding in this difficult period will be sincerely appreciated. **Stay Safe and Healthy!**

Thanking You.

Asus Customer Service centre Department

