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ASUS Commercial Warranty

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 products (hereafter referred to as the "Product(s)"). This warranty is being delivered with the Product(s), 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(s):

This warranty applies for the period defined on the color box of the Product(s) ("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(s) 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(s) 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.

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(s) 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(s) in different countries, please refer to https://www.asus.com/support for more details. (Please select your product by choosing your product series / product model to see its warranty) If the Product(s) fails during normal and proper use within the Warranty Period, ASUS, at its discretion, will repair or replace the defective parts of the Product(s), or the Product(s) 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(s) was newly manufactured on the Date of Purchase and not sold as used, refurbished or factory 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 5 of this Warranty Card.

If the Product(s) 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(s) is provided "as-is". ASUS does not guarantee uninterrupted or error-free operation of any software provided with the Product(s).

This warranty covers the hardware of the Product(s). ASUS will provide technical support for the Product(s)'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. Customer responsibility

When using the Product(s)

- Read the user manual first and use the Product(s) only according to the user manual.
- Do not leave the Product(s) 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(s).
- As far as possible, keep the original packaging. In case the Product(s) needs to be returned for repair, original packaging provides a better protection for the Product(s) during transportation.
- 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(s) in front of You and that it is turned on, if feasible. Please also be ready to provide the Product(s)'s serial number, the model name and proof of purchase.
- Technical support hotline phone number can be found at https://www.asus.com/support.
- You will be requested by ASUS to perform some of the Product(s)'s troubleshooting tasks or actions, which may include the following:
    - Restoring the Product(s)'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(s).
- Allowing the ASUS technical support agent to access the Product(s) 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(s) to an ASUS Repair Center (this process is called "RMA"). ASUS will issue an RMA number for Your Product(s). 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 proof detailing the purchase of Your Product(s). (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(s) 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(s) 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(s) without restoring them. ASUS shall not be held liable for the permanent loss, damage, or misuse of your data.**
- Pack the Product(s) 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(s) 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(s). 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(s). If access to the Product(s) is blocked by passwords, then ASUS may not detect and repair all failures of the Product(s).

4. RMA methods

If RMA is necessary, you have to deliver your product to the retail shop where you bought the product or the nearest ASUS repair Center in charge of service of your product. To check the type of support available for the Product(s) you have purchased, please refer to (1) to your seller or (2) by contacting technical support as indicated in the section of "Responsibility of the customer".

5. Exclusions from this limited Warranty Service

ASUS does not warrant uninterrupted or error-free operation of this Product(s). The warranty only covers technical hardware issues during the Warranty Period and in normal use conditions. The Warranty 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)(s) by you or any non-authorized third party, and the damage caused accordingly will not be covered by this Warranty.

(b) For those installed or modified with any other non-original software or hardware, 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(s), components or accessories has been altered, cancelled or removed;

(d) Obsolescence;

(e) Damage (accidental or otherwise) to the Product(s) that does not impact the Product(s)'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(s) 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(s) 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(s) caused by an external electrical

fault or any accident;

(i) Damage to the Product(s) resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;

(j) Damage to the Product(s) 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(s) 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(s) caused by installing and using the Unlock Device App, which is a utility that will unlock your Product(s)'s boot loader but will render the Warranty null and void;

(o) Damage to the Product(s) arising from cryptocurrency mining or related activities unless the model is especially designed for mining.

6. Limitation of Liability

Except as provided in this warranty and to the maximum extent permitted by law, ASUS is not responsible for indirect, 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(s). 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.

7. 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: https://www.asus.com/terms_of_use_notice_privacy_policy/privacy_policy/.

8. 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.

If your service request is OOW (Out of Warranty), OOW service options may vary by country. Returning the Product(s) 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(s), 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 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.

9. Abandoned Property

After Your Product(s) 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(s), 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 do not pick up the Product within the next 90 days from the date of sending the information, ASUS reserves the right to claim the cost of storing the Product(s).

10. Warranty and Support

In these cases, the following additional restrictions apply:

- Service procedures may vary by country.

- Some services and/or spare parts may not be available in certain countries.
- Localized spare parts, such as keyboards and keymats, may only be available in certain countries and could 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.
- Some countries may require additional documentation such as proof of purchase, before providing Warranty and Support service.

Please visit the ASUS Support site at https://www.asus.com/support for current and complete ASUS warranty information.

ASUS Contact Details

This warranty is provided by:

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