

ASUS Warranty

Features & Specifications

1. This Service Package provides coverage for the following types of accidental damage arising out of normal use:
 - Drops, falls or other collisions
 - Liquid Damage
 - Electrical surges
 - Accidental breakages
2. Under this Service Package, Customer is eligible for five (5) claims for service during the coverage period.
3. Key part(s) referred to above include the screen (LCD), SSD, motherboard, processor, hard disk drive and memory.
4. The total amount of each claim for repair service made under this Service Package shall not exceed the 'Total Claim Amount Cap' price.
5. All components repaired or replaced by an ASUS Service Centre will be under warranty for three months or for the remainder of the warranty period, whichever is applicable. In order to make a claim under this Service Package, you will have to provide an explanation of where and when the incident occurred as well as a detailed description of the incident. Failure to provide this information or requested documentation will result in the claim being rejected.

General information

- The applicable period of this Service Package will be calculated from the Product's purchase date. Without prejudice to your rights under the Warranty Card, the same type of service can be applied for one (1) Product one (1) time within the applicable period of such service. Notwithstanding the foregoing, if any conflicts arise between the provisions of the Service Features and Specifications table and the standard warranty card, the provisions of the Service Features and Specifications table shall prevail.
- You are required to keep both (i) the proof of purchase of the Product and (ii) the proof of purchase of the Service Package for reference if future service requests are required.
- The Service Package covers and offers service only to technical hardware issues during the applicable period and under normal use conditions. It does not apply to any software issue or customer induced damages, etc. as indicated in the 'Exclusion from this limited Warranty Service' section of the Warranty Card.
- This Service Package only applies to ASUS Products' original hardware built into the Product excluding any parts not factory installed by ASUS or parts replaced by ASUS Service Centre, any external devices, accessories and bundled consumables, including but not limited to carry bags, support discs, cables and wires or mouse.
- The battery of the Product is regarded as a consumable part. Due to the battery's life cycle, there may be limited warranty coverage on this part. Battery warranty period remains subject to the standard warranty you

received with the Product. Batteries outside of the warranty period will not be covered by this service package and will be subject to out of warranty service charge.

- All components or products repaired or replaced by ASUS or ASUS authorized technician will be under warranty for the remaining term of the period of standard warranty but for no less than three (3) months after the service rendered to you in accordance with this Service Package.
- Any products, parts or components which are subject to a product recall shall be repaired or replaced under the terms of such product recall and are excluded from the coverage of this Service Package.
- This Service coverage will expire either (i) at the end of the coverage period, (ii) if the Product subject to this Service is refunded, or (iii) at the end of the repaired/replaced Product warranty.
- Except as provided in this Service Package, and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of this Service Package 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 Service Package the above limitations do not apply to you.

Customer responsibilities

- Please ensure that you have fully backed up all the software and data stored on your Product and removed any personal, confidential or proprietary information before any service process is started. You agree that ASUS may delete any data, software or programs installed on the Product without restoring them. It shall be your own responsibility to prevent any permanent loss, damage or misuse of your software/data arising out of not creating a backup copy and deleting the software/data from the unit.
- Please also remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by wilful or gross negligent acts by ASUS.
- You will be required at the request of ASUS to support with troubleshooting of your Product, which may include for example below types of actions:
 - Restoring the Product'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 your Product
 - Allowing ASUS technical support agent to access Your Product with remote diagnostic tools (when available)
 - Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problem