

IN SEARCH OF INCREDIBLE



WARRANTY CARD

ASUS

Dearest Customer,

Thank you for purchasing an ASUS product!

1. Register online now and enjoy total warranty services as an ASUS VIP member!
2. Receive these VIP services and privileges automatically such as latest ASUS product news, promotional activities, and other benefits.

NOTES:

- For more inquiries and details regarding the hardware-related guarantee and warranty matters, please visit the official ASUS VIP website at <http://vip.asus.com>.
- For inquiries regarding Google™ and applications of your Chromebox for meetings, contact your retailer.

Global Site: <http://www.asus.com>

VIP Registration: <http://vip.asus.com>

ASUS Warranty Information Form



IMPORTANT: Please **keep this card** for future reference. ASUS reserves the right to request this document before accepting repair requests.

Mr/Mrs/Miss: _____

Telephone Number: _____

Address: _____

E-mail Address: _____

Purchase Date (DD/MM/YY): _____

Dealer's Name: _____

Dealer's Address: _____

Serial Number *:

This ASUS manufacturer warranty (the “Warranty”) is granted by ASUSTeK Computer Inc. Taiwan (“ASUS”) to “You”, the purchaser of the newly manufactured computer system this warranty card is being delivered with (the “Product”), subject to the following terms and conditions. Services under this Warranty will be rendered by ASUS accredited Service Agents and Repair Centers.

Warranty period of the Product

This warranty applies for the period defined on the label sticker on the back of the Product (“Warranty Period”), for example: 12M means 12 months and 24M means 24 months and 36M means 36 months from the date of purchase. If proof of purchase cannot be provided, the manufacture date of the Product will be considered as date of purchase.

Statutory Guarantees

This warranty is given independently of any statutory warranty that may apply in the country of purchase and does not affect or limit such statutory warranty in any manner whatsoever. Section 11 of this warranty card includes special legal information that may be applicable to your country or region. If this is the case please read them as carefully as the rest of this document.

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, bag, mouse, etc. If the Product fails during normal and proper use within the Warranty Period, ASUS will repair or replace the defective parts of the Product, or the Product 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 was newly manufactured on the date of purchase. 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 software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control.

All components repaired or replaced by an ASUS accredited Repair Center will be under warranty for the remaining period of Warranty, or for no less than 3 months. The Repair Center may recover the originally configured operation system bundled with the Product. ASUS will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted.

If the Product 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 is provided “as-is”. ASUS does not guarantee uninterrupted or error-free operation of any software provided with the Product.

This warranty covers the hardware of the Product. ASUS will provide technical support for the pre-installed software the Product is supplied with only to the extent that proper functioning of the hardware is concerned. 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

- Read the user manual first and use the Product only according to the user manual.
- Charge the Product only while You use or otherwise attend it; some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically create backup copies of the data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.

- Please check the manual and ASUS support website for predefined solutions, before contacting the customer service.
- If the Product is designed with TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place (Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the warranty.)

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 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 in hotline table in clause 10 (Local Service Information) or at <http://support.asus.com>. Since contact information may change, please refer to the website for updated contact information.
- You will be required on request of ASUS to support with troubleshooting of the Product, which may include for example below types of actions:
 - Recovering the system to restore the operating system, drivers and software to the original configuration the Product had when shipped from the factory.
 - Installing updates, patches or service packs.
 - Running diagnostic tools and programs on the Product.
 - Allowing 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.
- 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 a RMA number for Your Product. Please record Your RMA Number for service case 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 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 date of purchase.
- Ensure that You have fully backed up all the 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 it. It shall be Your own responsibility to prevent any permanent loss, damage or misuse of Your data arising out of not creating a backup copy and deleting the data from the unit.
- Pack the Product with its original packaging. The original packaging will provide better protection for the Product during delivery. If the Product is not packaged properly in its original box, ASUS will not be liable for any damage occurred during transit. Please do not send in anything but the Product itself unless specially requested by ASUS. Please 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 willful or gross negligent acts by ASUS.
- Remove or provide any password the Product is secured with. If access to the Product is blocked by passwords, then ASUS may not detect and repair all failures of the Product.
- If the Product is designed with TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.

4. RMA methods

If RMA is necessary, you have to deliver your product to the nearest ASUS Repair Center. ASUS may in its sole discretion simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a free pick-up and delivery service.

5. 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 does not apply to software issues or customer induced damages or circumstances such as but not limited to:

- (a) The Product has been tampered, repaired and/or modified by non-authorized 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 other) to the Product that is cosmetic, meaning damage that does not impact the operation and functioning of the Product, such as without limitation to rust, change in color, texture or finish, wear and tear, gradual deterioration.
- (f) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions.
- (g) Damage to the Product caused by the Product being installed or connected to a peripheral device that is non-ASUS brand or not sold by ASUS.
- (h) Damage to the Product caused by improper installation or improper connection to a peripheral device such as printer, optical drive, network card, or USB device etc.
- (i) Damage to the Product caused by an external electrical fault or any accident.
- (j) Damage to the Product resulting from use outside of the operation or storage parameters or environment detailed in the User's Manual.
- (k) Damage to the Product caused by third party software or virus(es), or there is software loss or data loss that may occur during repair or replacement.
- (l) In-usability due to forgotten or lost security passwords.
- (m) In-usability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin or radiation.
- (n) Fraud, theft, unexplained disappearance or willful act.

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. Data Protection

You agree and understand that it is necessary for ASUS to collect, transfer and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transfer to and process in any country where ASUS or its affiliated companies maintains offices. Any use of Your data will be subject to and protected by ASUS Privacy Policy (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 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 5 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 invoice You 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 date of issue of the invoice. The repair will only be completed after the invoice is settled.

To the extent permitted by the applicable law ASUS may charge You a diagnostic fee (including transportation costs if any) of up to US\$ 100 (or the equivalent in local currency) if Your service request is OOW and you refuse the repair offer; or if Your Product does not require service.

8. Abandoned Property

After Your Product has been repaired, or if You do not agree to the repair offer, ASUS will offer Your Product for return via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, ASUS will store Your Product for a period of 60 days. After this period, ASUS will send You a notice at the address You provided when requesting the service. If You continue to fail to pick up the Product, 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. International Warranty and Support

ASUS does not provide warranty service outside the country where you bought the ASUS Chromebox for meetings.

10. ASUS Service Centre Contact Information

Location		Phone Number	Service Hours
Asia	Australia	1300-2787-88	09:00-18:00 Mon. ~ Fri.
	New Zealand	0800-278-788	09:00-18:00 Mon. ~ Fri.
	Japan	0800-123-2787 (free)	09:00~18:00 Mon.~ Fri. 9:00~17:00 Sat.
		047-390-5630 (charge)	09:00~18:00 Mon.~ Fri. 9:00~17:00 Sat.
	Korea	+82-2-1566-6868	09:30-17:00 Mon. ~ Fri.
	Thailand	+66-2-401-1717	09:00-18:00 Mon. ~ Fri.
		001-800-852-5201	
	Singapore	+65 6415 7917	11:00-19:00 Mon. ~ Fri.
		+65-6720-3835 (Check Repair Detail Status Only)	11:00-19:00 Mon. ~ Fri. 11:00-13:00 Sat.
	Malaysia	+60-3-6279-5077	10:00-19:00 Mon. ~ Fri.
	Philippines	Toll Free:180018550163	09:00-18:00 Mon. ~ Fri.
		Local No:+632 636 8504	
	India	1800-2090-365	09:00-18:00 Mon.~ Sat.
	India (WL/NW)		

Location		Phone Number	Service Hours
Asia	Indonesia	+6221 612 2825	09:30-17:00 Mon. ~ Fri.
	Vietnam	1900 55 55 81	08:00-17:30 Mon.~ Sat.
			break time: 12:00 ~ 13:30
	Taiwan	0800-093-456	09:00-18:00 Mon.~ Fri.
	China	400-600-6655	09:00-18:00 Mon.~ Sun.
Hong Kong	852-35824770	10:00-19:00 Mon.~ Sat.	
Middle East +Africa	Saudi Arabia	800-121-2787	09:00-18:00 Sat. ~ Wed.
	UAE	+971-4-2958941	09:00-18:00 Sun. ~ Thu.
	Turkey	+90-216-524-3000	09:00-18:00 Mon. ~ Fri.
	South Africa	0861 278772	08:00-17:00 Mon. ~ Fri.
Balkan Countries	Romania	0800800316	09:30-18:00 Mon. ~ Fri.
		+40-21-330 1786	
	Bosnia Herzegovina	00387-33773163	09:00-17:00 Mon. ~ Fri.
	Bulgaria	00359-70014411	09:30-18:30 Mon. ~ Fri.
	Croatia	00385-16401111	09:00-17:00 Mon. ~ Fri.
	Estonia	00372-6671796	09:00-18:00 Mon. ~ Fri.
	Latvia	37167408838	09:00-18:00 Mon. ~ Fri.
	Lithuania-Kaunas	00370-37329000	09:00-18:00 Mon. ~ Fri. (Sat 10:00-15:00 only reception)
	Lithuania-Vilnius	00370-522101160	09:00-18:00 Mon. ~ Fri.
	Montenegro	00382-20608251	09:00-17:00 Mon. ~ Fri.
	Serbia	00381-112070677	09:00-17:00 Mon. ~ Fri.
Slovenia	00368-59045400	08:00-16:00 Mon. ~ Fri.	
	00368-59045401		
Europe	Cyprus	800 95363	09:00 - 13:00 ; 14:00 - 18:00 Mon. ~ Fri.
	France	0033-170949400	09:00-18:00 Mon. ~ Fri.
	Germany	0049-1805010920	09:00-18:00 Mon. ~ Fri.
		0049-1805010923 (component support)	10:00-17:00 Mon. ~ Fri.
		0049-2102959911 (Fax)	09:00-18:00 Mon. ~ Fri.
	Hungary	0036-15054561	09:00-17:30 Mon. ~ Fri.
	Italy	0039-199 400 089	09:00 - 13:00 ; 14:00 - 18:00 Mon. ~ Fri.
	Greece	00800 44142044	09:00 - 13:00 ; 14:00 - 18:00 Mon. ~ Fri.

	Location	Phone Number	Service Hours
Europe	Austria	0043-820240513	09:00-18:00 Mon. ~ Fri.
	Netherlands/ Luxembourg	0031-591-570290	09:00-17:00 Mon. ~ Fri.
	Belgium	0032-78150231	09:00-17:00 Mon. ~ Fri.
	Norway	0047-2316-2682	09:00-17:00 Mon. ~ Fri.
	Sweden	0046-858769407	09:00-17:00 Mon. ~ Fri.
	Finland	00358-969379690	10:00-18:00 Mon. ~ Fri.
	Denmark	0045-38322943	09:00-17:00 Mon. ~ Fri.
	Poland	0048-225718040	08:30-17:30 Mon. ~ Fri.
	Spain	0034-902889688	09:00-18:00 Mon. ~ Fri.
	Portugal	00351-707500310	09:00-18:30 Mon. ~ Fri.
	Slovak Republic	00421-232162621	08:00-17:00 Mon. ~ Fri.
	Czech Republic	00420-596766888	08:00-17:00 Mon. ~ Fri.
	Switzerland- German	0041-848111010	09:00-18:00 Mon. ~ Fri.
	Switzerland- French	0041-848111014	09:00-18:00 Mon. ~ Fri.
	Switzerland-Italian	0041-848111012	09:00-18:00 Mon. ~ Fri.
	United Kingdom	0044-8701208340	09:00-17:00 Mon. ~ Fri.
	Ireland	0035-31890719918	09:00-17:00 Mon. ~ Fri.
	Russia	008-800-100-ASUS	09:00-18:00 Mon. ~ Fri. (except Nat.Hol.)
	Ukraine	0038-044-5457727	09:00-18:00 Mon. ~ Fri. (except Nat.Hol.)
America	Canada	1-888-678-3688 (English)	24 hours a day, 7 days a week (English)
	USA	1-888-616-2787 (French)	6:00am - 3:00pm Mon ~ Fri PST (French)
	Mexico	01-800-836-7847	08:00 - 20:00 Mon. ~ Fri / 09:00 ~ 17:00 Sat ~ Sun

11. Special Local Service Information

The following clauses apply in the designated countries/territories only.

a. Australia

ASUS products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You can find more information about the Australian Consumer Law on the ACCC website: www.accc.gov.au (see under **For Consumers** tab).

ASUSTeK Computer Inc. offers this Warranty in conjunction with any guarantees imposed by the Australian Consumer Law.

ASUS Service Centre Contact Information

Australia	ASUS Service Australia Pty Ltd
Service Hour	09:00-18:00, Mon. ~ Fri., excluding public holiday
Technical Support	1300-2787-88
Website	www.asus.com.au
Address	<p>Sydney</p> <p>Unit 12a, Gateway Business Park 63-79 Parramatta Rd, Silverwater NSW 2128</p> <p>Melbourne</p> <p>Suite K114, Port IT, 63 - 85 Turner Street, Port Melbourne, VIC 3207</p> <p>Brisbane</p> <p>Unit 3, 544 Kessels Rd, Macgregor, QLD 4109</p> <p>Perth</p> <p>Shop 7, 11-13 Marchant Way, Morley, WA 6062</p>
New Zealand	Tech Master Ltd (Authorised Service Partner)
Service Hour	09:00-18:00 Mon. ~ Fri., excluding public holiday
Technical Support	0800-278-788
Website	www.asus.co.nz
Address	Ground Floor, 60 Hugo Johnston Drive, Penrose, Auckland, New Zealand

Procedure for making a warranty claim

- (a) To make a claim You can do one of the following things:
- Contact our Call Centre by telephone on **1300 278 788**; or
 - Visit Your retailer (place of purchase) and lodge the claim personally with retail staff; or
 - Visit Your local ASUS Service Centre (details of locations provided below), and lodge the claim personally with ASUS Service Centre staff.
- (b) When You lodge Your claim You should provide a full description of the Product and the reason for the claim.

- (c) Once You have lodged Your claim, we will ask You to return the Product. To return the Product, You can do one of the following things:
- Return the Product to Your retailer (place of purchase); or
 - Arrange for the Product to be delivered to ASUS (at Your own expense); or
 - Request that ASUS arrange a courier to collect the Product from You (This applies only if the Product is covered under the Warranty. ASUS will bear this cost); or
 - Return the Product to Your local ASUS Service Centre.
- (d) You will need to present Your receipt as proof of purchase in order to make a claim under the Warranty. You can do this by:
- Emailing a copy of the receipt to us at (service@asus.com.au); or
 - Including a copy of the receipt with the Product if it is delivered to ASUS for repair; or
 - Providing a copy to ASUS Service Centre staff if You return Your Product to Your local ASUS Service Centre.
- (e) We will then assess Your claim and notify You whether it is covered under the Warranty. The decision whether to repair or replace a Product is at our sole discretion unless there is a “major failure” as defined in the Australian Consumer Law.
- (f) If the claim is approved, we will deliver the repaired or replaced Product back to You at our own cost. You will need to provide us with Your contact details so that we can return the Product to You.
- (g) If the claim is rejected and we determine the Product is not covered under the Warranty, we will deliver the Product back to You. This will be at Your expense. If Your claim is not covered, ASUS will offer to repair the Product at Your expense.
- (h) Please note that our courier service is limited to areas within Australia that are accessible by our couriers. For more information please contact our Call Centre on **1300 278 788**.

b. State of California (USA)

An estimate for repairs, as required (section 9844 of the California Business and Professions Code), shall be given to the customer by the service dealer in writing. The service dealer may not charge for work done or parts supplied in excess of the estimate without the prior consent of the customer. Where provided in writing the service dealer may charge a reasonable fee for services provided in determining the nature of the malfunction in preparation of a written estimate for repair. For information, contact the Bureau of Electronic and Appliance Repair, Department of Consumer Affairs, Sacramento, CA 95814, U.S.

A buyer of this product in California has the right to have this product serviced and repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists during the warranty period, the warranty will not expire until the defect has been fixed. The warranty period also will be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. The time extension does not affect the protection or remedies the buyer has under other laws.

ASUS contact details

This warranty is provided by:

ASUSTeK Computer Inc.
Nr. 15 Li-Te Road, Peitou
Taipei 112, Taiwan
Phone: +886-2-2894-3447



