

## ASUS SERVICE TERMS AND CONDITIONS

### **Data Back-up s Data Handling:**

1. The customer shall be responsible for saving or backing up any data contained on the storage device(s) of the product that the customer submits for service (Customer Unit'). ASUS or ASUS Authorized Service Provider (ASUS ASP') will not be responsible for any loss of data, misuse of data, direct, special, incidental, consequential, exemplary damages, loss of profit, or any other accident that may occur and which is beyond the control of ASUS/ASUS ASP. We also respect the right of the customer to retain data storage devices due to private concern. However, in the event, the ASUS ASP upon initial inspection, is of the opinion that the problem may be due to such storage devices, the ASUS ASP may require the customer to also submit the storage devices for further inspection. In such cases, the customer would have to back up the data on such storage devices and handover the clean device to the ASUS ASP. ASUS/ASUS ASP shall in no circumstances and at no point in time, be liable for customer's data or information during repair process.

### **Out of the Warranty (OOW):**

2. Asus provided the diagnosis charges free of cost but if any related to CID (Customer Induced Damage) / OOW (Out of the warranty) part related Service carried out by ASUS ASP by charge service. In such cases, the customer will be given a quotation for such service. The customer shall within 3 days of being given the quotation convey his/her acceptance and upon signing the formal acceptance, the ASUS ASP shall commence the service work. For clarity, in the event the customer does not communicate his/her acceptance within 3 days, it shall be deemed rejection of the quotation and ASUS ASP shall not commence the service.
3. The warranty period of replacement parts is 60 days from purchased date. If the parts have a recurring failure within the warranty period, ASUS will replace the defective parts without any additional charge unless it has been damaged or rendered defective as a result of accident, misuse, abuse, or operation out of the recommended environment criteria. If the parts have been damaged or rendered defective as a result of accident, misuse, abuse, or operation out of the recommended environment criteria the additional charges shall be borne by the customer.

### **Return of Customer Unit:**

4. Upon completion of the repair, the ASUS ASP shall communicate to the customer (either orally or in writing) the availability of the Customer Unit for pickup
5. The Customer Unit will be returned to the bearer of a customer copy of this service form. The customer hereby releases ASUS/ASUS ASP of all responsibility if the Customer Unit is released in this manner. Alternatively, ASUS ASP may release the product to anyone claiming to act on behalf of the customer copy.
6. If this repair sheet is lost, it is the customer's responsibility to contact the ASUS ASP immediately to report the loss. ASUS or ASUS ASP is in no way responsible if the loss of this sheet leads to the loss/misplacement of the Customer Unit.
7. Customer should check the physical condition of the Customer Unit while collecting the Customer Unit from ASUS ASP. ASUS will not entertain any claims once the Customer Unit is taken back by the customer and later the claim for physical damage occurred.

### **General:**

8. The Customer must provide correct and consistent information on this ASUS Service Form. Any abnormal issues (for example, virus attack, stolen, crime) related to, or misuse of, the Customer Unit must be reported in writing at the time of requesting service and submitting the Customer Unit with ASUS/ASP Setup for software bundled with the ASUS product is included in the support services. Other software (third party products, unauthorized software) isn't covered under these Service Terms and Conditions.
6. If any part related service turnaround time (TAT) shall be communicated to the customer at the time of submission of the Customer Unit with the ASUS ASP. The TAT is measured from the date ASUS receives the product up to the date ASUS finishes the repair. The customer understands that the ASUS ASP shall try its best to meet the TAT however, there may be circumstances (beyond the control of ASUS/ASUS ASP where it would not be possible to meet the TAT. In such case, the ASUS ASP will communicate the delay to the customer and the revised date on which the service will be completed ('Revised TAT') shall be communicated. This service form is based on initial inspection/reported problems. Actual problems are subject to further physical verification s diagnosis and if a case of internal damages/CID is found the same shall be communicated separately to customer and if required a Revised TAT shall be agreed upon. In any condition CID/OOW cannot repair Asus/Asus unit then return the unit customer.
10. No repair will be authorized before this form has been signed by the client and verified by ASUS. Any escalations /suggestions can be registered at [rc\\_india@asus.com](mailto:rc_india@asus.com).

### **Special Offer:**

11. Get the ASUS Marshmallow Keyboard KW100 worth ₹4,299 for just ₹999. This offer is applicable only on the purchase of an ASUS/ROG Laptop on the Service Camp Day event.