

Service Package Name	HDD /SSD Retention
Period Covered by Pack	1 year / 2 years / 3 year / 4 year / 5 years
Standard Warranty of Device	1 year / 3 year
Applicable Product	Notebook, Chromebook, Tower Desktop, All-In-One
Service Description	(See Section 3. Service Features and Specifications)
Purchase Country	India
Service Hours	9 am to 6 pm (Mon to Sat)
Service Area(s)	Service is available in India only
ASUS Support Contact	Toll Free: 1800-267-8901 Website: <a href="http://support.asus.com/">http://support.asus.com/</a>
Contact Hours	9 am to 9 pm (Mon to Sat) via Toll Free Number
Valid Period for Purchase	Within 180 Days from Date of Purchase of the product

## 1. Service Features and Specifications

Please check the details below regarding the features and specifications for Customers Service Package.

Features	Specifications
<b>HDD Retention</b>	<ul style="list-style-type: none"> <li>This Service covers the original built-in Hard Disk Drive (“HDD”) / Solid State Drive (“SSD”) supplied with ASUS product and any replacement HDD / SSD installed by ASUS authorized technician in accordance with the terms of this service.</li> <li>This service allows Customer to retain the defective HDD / SSD and receive a replacement HDD / SSD installed by ASUS authorized technician after the failure of the HDD has been confirmed by the ASUS authorized technician.</li> <li>The retained HDD / SSD will not be subject to any ongoing support.</li> </ul> <p>Customer responsibilities:</p> <ul style="list-style-type: none"> <li>Customer is required to mention at the time of requesting on-site service, whether he/she would like to make use of this HDD /SSD Retention service.</li> <li>It is Customer’s responsibility to keep “physical control” of the defective HDD / SSD and ensure that personal, confidential or proprietary data on the defective HDD / SSD is destroyed or remains secure.</li> <li>It is Customer’s responsibility to dispose of the defective HDD / SSD according to the locally applicable laws and regulations.</li> <li>Customer or an authorized representative of Customer is required to sign the HDD / SSD Retention document provided by ASUS to acknowledge the retention of the HDD / SSD.</li> </ul> <p><b>This service package is valid only when the associated product warranty remains intact for the same period for which the package is intended. In case the associated product is found falling short of warranty till the desired period, the customer can go for Warranty Extension Package (WEP) subject to Terms &amp; Conditions of WEP purchase.</b></p>

## 2. General information

- A. The terms and conditions of ASUS standard warranty shall apply to the extent that this document does not provide different terms. Please refer to the Warranty Card distributed together with Customers Product for the ASUS standard warranty terms.
- B. This service can only be purchased in the country where Customer originally bought brand-new ASUS Product from an authorized ASUS dealer (i.e. retailer or reseller) and it is ONLY valid in the country of purchase. Unless otherwise stated in section 1, this Service Package does not include international support.
- C. This Service Package is designed for ASUS Products as designated in the Service Package Information table at the top of the first page of this document.
- D. The coverage of each service package varies; please check the Service Package Information table and the Service Features and Specifications table for further information.
- E. The applicable period of this Service Package will be calculated from the Product's purchase date. Without prejudice to Customers 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.
- F. Customer 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.
- G. 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.
- H. 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 Center, any external devices, accessories and bundled consumables, including but not limited to carry bags, support discs, cables and wires or mouse.
- I. 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 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.
- J. 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 in accordance with this Service Package.
- K. 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.
- L. 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 period as set forth in Section 3J of this document
- M. 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 Customer.

## 3. Customer responsibilities

- A. Customer has to fully back up all the software and data stored on Product and remove any personal, confidential or proprietary information before any service process is started. Customer while submitting unit agrees that ASUS may delete any data, software or programs installed on the Product without restoring them. It shall be Customer owns responsibility to prevent any permanent loss, damage or misuse of Customers software/data arising out of not creating a backup copy and deleting the software/data from the unit.
- B. Customer needs to 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.
- C. Customer will be required at the request of ASUS to support with troubleshooting of Product, which may include for example below types of actions:
  - i. Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
  - ii. Installing updates, patches or service packs
  - iii. Running diagnostic tools and programs on Customers Product
  - iv. Allowing ASUS technical support agent to access Customers Product with remote diagnostic tools (when available)
  - v. Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problem