

# LIMITED WARRANTY CONDITION

## MSI Products Warranty Agreement

Micro-Star Int'l Co., Ltd. (hereinafter called "the Company") warrant that, subject to the terms and conditions set forth herein, our Product has no defect in material and manufacture and the Product conform to the Specifications document. In the event that any aforementioned defect or non-conformity occurred with respect to the Product, the Company will provide Product repair and replacement service within the warranty period according to this agreement.

### Chapter 1: Limited Warranty

#### 1.1 Calculation and basis of the warranty period:

- Warranty receipt: The valid invoice of your purchase as well as the warranty certificate attached to the Product (must be affixed by the store stamp) shall be provided for our warranty service. In case you cannot provide the aforementioned evidence, we will apply original shipping date of the Product as the beginning date of warranty period. The original shipping date will be judged based on the notebook's serial number (S/N).
- Determination of the warranty period: The warranty period starts from the date you purchase the Product with valid invoice. If the last day of the warranty period is a national holiday, the following day shall be the last day of the warranty period.

#### 1.2 Limited warranty for hardware

- Replacement for a new product within seven days: If the Product incurs a breakdown within seven days after the date of you purchase, and the breakdown is not caused by circumstances listed on Article 1.4, you are advised to bring the Product to the original store of purchase to ask for replacement for a new product, with the complete original package and accessories attached by the invoice and warranty card.
- Limited warranty service: Under the normal condition of use, the Company provides limited warranty service according to your Product and purchasing region. The Company carries out hardware free replacement warranty within warranty period after the date you purchase the device (but the warranty period for certain hardware is shorter; please refer to the following provisions). Where the user sends the device for repair after two years from the purchase, user shall pay parts and labor charges, as well the delivery expense ( collect & Return shipping charges).
- Free warranty for hardware includes: Motherboard, Graphics Card , NB , Communication, CE, OSD, Barebone, multimedia and server. For other peripheral equipment like USB mouse, battery, etc., and accessories like microphone, headphone, etc, a three-month free warranty is provided for standard warranty period.

For purchases made that MSI provides local pickup service , we recommend you keep its original packaging for future pr oduct services. Our forwarder will check your packing before picking up pr oducts to avoid any damage in delivery. Please follow the above direction;

otherwise, our forwarder has the right to ask you repack or ask you bring products to your nearest service center on your own.

- Repair completion time: After receiving the Product you sent for repair, the service center will inform you of the projected repair completion time according to the problem of your product and the availability of spare parts from local service center. As soon as the repair is done, the service center will notify you.

### **1.3 Limited warranty for software**

The software not pre-installed is not covered within the Product's warranty. The warranty of the pre-installed software shall all be handled in accordance with Microsoft's End User License Agreement (EULA). In order to strengthen product's function and quality, the company updates the relevant product information on the website, the customer can refer to it. The Company assumes no responsibility for any software subsequently installed by the customer itself and any possible consequential breakdown or damage. For any problem concerning the software, please contact the software vendor. For the software CD or floppy disk included with the Product, a three-month warranty is provided. If replacement is required for a problem (excluding abnormal use or man-made scratch), the customer shall present the software disk to the service center for replacement.

### **1.4 Circumstances where free maintenance service is not provided**

In any of the following conditions, whether the Product is within the free maintenance time-limit or not, the Company may refuse to provide the maintenance service, or may request you pay related parts and labor charges, as well the to and from shipping charges;

- You are unable to present the Product's warranty card, purchase receipt or invoice for the prove of Product still within the warranty period;
- The warranty card has been altered or its date is hard to recognize;
- The Product is not acquired from an authorized distributor of the Company or is acquired from illicit sources;
- The complete unit or parts of the Product has gone beyond the warranty period;
- Any breakdown or damage caused by non-compliance of regulations stated on the user manual, or improper packaging, storage and use;
- Any breakdown or damage caused by installation, repair, modification or removal (breaking mark, damage or loss of the product compliance label) performed by service centers or personnel not authorized by MSI;
- Any product breakdown or damage caused by use of parts not certified by MSI's original factory;  
\* The serial number pasted on a complete unit or the parts is broken, defective or tally with the mainframe;
- Any breakdown or damage caused by accidental factors or man-made reasons (including computer virus, moving, compression, scratch (scrape), hit, crash, high temperature, high humidity, water inflow, use of inapplicable voltage, non-factory battery and transformer, stain, corrosion, etc.);
- Any breakdown or damage caused by use of pirate software;
- Any scrape (scratch), liquid leak, crack, etc. on the LCD screen surface;
- Any breakdown or damage caused by natural disasters and human calamities (such as earthquake, fire, riot, etc.)

### **1.5 Liability Limitations**

The Company does not guarantee that the Product to fit for any particular purpose, and this limited warranty supersedes all assurances, guarantees, conditions, covenants, promises and obligations (including the warranty for merchantability) provided by laws and regulations, common law, customary trade practice, or trade custom, where all of the above guarantees are excluded if permitted by law. The entire compensation responsibility that must be assumed by the Company for the Product shall not exceed the price paid to purchase the Product in terms of each event or related incidents. The Company does not take any responsibility for impossibility of use of the Product, or loss, damage, deletion or modification of data or software. Regarding any incidental damage, indirect damage, special damage or consequential damage caused by or related to purchase or use of the Product, the Company assumes no responsibility, even if the Company has been informed of the possibility that the damage may happen.

## Chapter 2:Global Travel Performance Assurance (The warranty just for MSI Notebook only )

### **2.1 Meaning of the global travel performance assurance**

The global travel performance assurance is a multinational professional service available for apply by the customer that purchases the MSI product. Entitlement to the global travel performance assurance means that you may receive the Product's technical support service at the global travel performance assurance service centers designated by MSI worldwide, or else you may only seek technical support and post-sales service from the customer service center in the country where you purchase the Product.

### **2.2 Applicable scope of the global travel performance assurance**

Within the warranty time-limit and with normal use according to the instruction manual, the customer that incurs the following hardware function breakdowns is entitled to free maintenance (including maintenance service and replacement of parts):

- Product body, exclude other component and adjunct
- The global travel performance assurance is applicable only when you send the Product to an MSI-authorized "Global travel performance assurance" service center not in the country of original purchase. If you travel to an area without MSI global service centers, you may send the Product to the global service center closest to you (sender responsible to and from shipping charges).

### **2.3 The repair completion time for the global travel performance assurance :**

After the Product for repair has been sent to the authorized service center, the repair completion time may change due to problems of the Product and the availability of spare parts at various service centers. The service center will inform you of the possible repair completion time of the product for repair.

### **2.4 Limitations of the global travel performance assurance**

If any of the following circumstances takes place, which does not fall within the scope of the global travel performance assurance, the Company may refuse to provide maintenance service, or may request you pay related maintenance charges after sending the unit for repair:

- You are unable to present the "Global travel performance assurance Certificate" upon sending the unit for repair;
- Any damage and scrape on the product cover;

- The global travel performance assurance does not provide replacement of keyboards, so you must purchase from the service center;
- The warranty card has been altered or its date is hard to recognize;
- The Product is not acquired from an authorized distributor of the Company or is acquired from illicit sources;
- The complete unit or parts of the Product has gone beyond the warranty period;
- Any breakdown or damage caused by non-compliance of regulations stated on the user manual, or improper packaging, storage and use;
- Any breakdown or damage caused by installation, repair, modification or removal (breaking mark, damage or loss of the product compliance label) performed by service centers or personnel not authorized by MSI;
- Any product breakdown or damage caused by use of parts not certified by the MSI's original factory;
- The serial number pasted on a complete unit or the parts is broken, defective or tally with the mainframe;
- Any breakdown or damage caused by accidental factors or man-made reasons (including computer virus, moving, compression, scratch (scrape), hit, crash, high temperature, high humidity, water inflow, as well as use of inapplicable voltage, non-factory battery and transformer, stain, corrosion, etc.);
- Any breakdown or damage caused by use of pirate software;
- Any scrape (scratch), liquid leak, crack, etc. on the LCD screen surface;
- Any breakdown or damage caused by natural disasters and human calamities (such as earthquake, fire, riot, etc.).

## 2.6 Points of attention for paid maintenance

- Maintenance charges include the charges of parts, service and shipping.
- Due to factors like fluctuation of foreign exchange rates and various prices for parts, the maintenance charges may slightly differ from those at the place of original purchase.
- Your local service center will first contact you before repair, informing you of possible maintenance charges, and asking you whether you agree to pay to carry out the maintenance.
- The currency and limitations for payment of maintenance charges are decided by the service center.
- When the service center decides that the Product for repair requires a payment, but if you render the maintenance, you must pick up the product for repair from the original maintenance center, and the service center will not take the responsibility product's safekeeping and shipping.
- A three-month warranty will be provided for parts in the paid maintenance.

## Chapter 3: Solution of Product Use Problem

If you encounter any problem in product use, to quickly resolve the problem, We suggest you consult the following steps:

### 3.1 Screen the problems by self-checking:

1. **Please first review the User's Manual and contents of the Software CD included with the Product:** The User's Manual and Software CD provided by MSI containing a lot of information about product use. The manual we compose from user's perspective can answer many of your questions. If your manual has been lost; you may download the manual you need from the MSI website.

2. **Visit MSI website for support:** MSI retains a group of customer service engineers with profession and knowledge. You may post a message about the problem you encounter on MSI's online customer service, and our engineers will try their best to answer your question concerning product use immediately. Or you may search on the website for FAQ, to see whether there is any solution for similar problems.

### **3.2 Seek support from the original store of purchase or distributor of the Product:**

If you cannot seek any solution for the problem out of the above methods, you may seek support from the original store of purchase or distributor, because the original store of purchase should best know your system configuration and specifications, and can provide you with any necessary resource and service.

### **3.3 Bring the Product to the service center authorized for maintenance**

If your product has been determined by the MSI engineer or store as problematic or defective in hardware, and may incur the need for replacement of parts, you may bring the Product for repair along with the warranty card, purchase invoice or receipt to the MSI-authorized service center closest to your location for assistance, or entrust the original store of purchase to send the Product for repair on your behalf. However, the customer must properly pack the Product when sending it for repair, to avoid further damage in the course of shipping.