

1. MSI General Product Warranty Policy

*The information provided on this website is for information only. MSI seeks to provide accurate and timely information, nevertheless, there may be inadvertent technical or factual inaccuracies and typographical errors, for which we apologize. We reserve the right to make changes and corrections at any time without notice.

2. Gaming Notebook Service Policy

Remarks

In accordance with original manufacturer's products serial number/barcode, notebook products are warranted for 12 months hardware by original manufacturer or purchase date after registering online.

Complete Set of Notebook Barebone

In accordance with original manufacturer's products serial number/barcode, it is warranted for 12 months repair service from its manufacture date or purchase date after registering online.

Hardware parts (Motherboard, CPU memory, LCD, HDD)

In accordance with original manufacturer's products serial number/barcode, it is warranted for 12 months repair service from its manufacture or purchase date.

Check dead pixel policy [Check dead pixel policy](#)

Battery (categorized as Consumable)

In accordance with original manufacturer's products serial number/barcode, it is warranted for 12 months repair service from its manufacture or purchase date after registering online.

Adapter (categorized as Consumable)

In accordance with original manufacturer's products serial number/barcode, it is warranted for 12 months repair service from its manufacture or purchase date after registering online.

Software Pre-installed Software (including software disk)

In accordance with the original manufacturer's products serial number/barcode, software which is not pre-installed in the product is not covered by the product's warranty. Pre-installed software warranty shall be handled in accordance with Microsoft's End User License Agreement (EULA) or applicable licenses for such software. MSI assumes no responsibility for any software installed by the customer and will not be liable for any possible breakdown or damage caused by customer installed software. Customer shall directly contact the appropriate software vendor concerning such software issues.

Software included with the notebook (data, Software CD)

In accordance with the original manufacturer's products serial number/barcode, In accordance with the original manufacturer's products serial number/barcode, software pre-installed in the products is warranted for 1 month from the products' manufacturing date. Excluding abnormal use or customer induced damage, product software CD's that are within warranty may be replaced provided customer returns the original, damaged CD to MSI authorized service centers.

MSI NB LCD Panel Dot Standard

About LCD Panel Dot warranty standard please refer to [here](#).

ADC Coverage Accidental Damage Coverage

- ADC is a one year warranty which covers limited accidental damage one (1) year from the date of purchase
- Limited one (1) accidental claim per notebook. (WIND Netbook is not covered).
- Product must be registered within thirty (30) days from the original purchase date to receive this coverage.
- ADC protections covers the following with exceptions to: Drops, spills, electrical surges.
- Does not cover: Cosmetic damages (scratches, dents, ... etc), lost, stolen, incorrect or inadequate custom installations, intentional damage, recovery or transfer data, natural disaster, and fire.
- This limited warranty applies only to selected MSI branded laptops*, and all accessories that are built in or onto the base unit. This includes parts or accessories that are required for regular operation of the unit and shipped with the unit at the point of sale. The following items (inclusive but not limited to) are covered under this warranty. CPU, HDD, MEMORY, MOTHERBOARD, MXM GPU (if any), KEYBOARD, TOUCHPAD, AUDIO DEVICES, OPTICAL DRIVES, LCD, Wireless Module, Bluetooth Module (if any), built-in buttons, built-in webcam, AC/DC adaptor and power cord.

- Accidental Damage Coverage only applies to MSI branded laptops* which was purchased in the United States. This warranty policy DOES NOT apply to MSI Netbook (WIND), barebone, whitebox, or OEM products.

- MSI will either repair the original parts with new or reconditioned parts, or replace the notebook with one which is defined by MSI technician as a fully functional equivalent model.

- Customer pays one-way shipping; MSI will cover the cost of shipping the laptop back to the customer.

- Accidental Damage Coverage only applies to the original owner and is not transferable.

*MSI Branded notebook, which pre-installed Microsoft OS and accompanied by a Microsoft Certificate of Authenticity (COA) affixed to the bottom of computer.

- Global Warranty period : 1 year base-on purchase date.

1 year Limited warranty (Include 1 Year Global) on most models.

3 year Limited warranty (Include 1 Year Global) on select models.

*Please check with seller

3. Warranty Exclusions

The following circumstances excluded from warranty coverage

1. Product damage caused by catastrophes, thunder stroke, faulty electric power and environmental factors.
2. Defacing of product labeling (label alterations and falsifying, serial number missing, serial number no longer discernible, serial number invalid). All serial numbers are recorded and tracked for warranty purposes
3. Unauthorized changes of non MSI parts, modifications or alterations , parts removal in or to the products
4. Damage caused by operator error or operator fails to comply user manual instruction, such as , but not limited to improper storage resulting in product get wet, corrosion, fell off, squeezed or exposed to inadequate temperature/humid environment.
5. Internal or external consumable items of the product itself such as battery, earphone, etc.
6. Accessories or packing material such as boxes, user manual ,etc

4. To Discern the Original Manufacturer Barcode

Example 1: For notebooks that have a removable battery, the serial number is located inside the battery compartment.

S/N stands for Serial Number

In this example the GS63VR 7RF-230US represents the model of the notebook, where as the US represents the region.



After the letter K in the serial, the 16 represents the year and the 11 represents the Month,
For this example, this unit was manufactured on
November 2016.

(Please find the model name from notebook backface)



Example 2: For Notebook units that do not have removable battery, the serial number sticker is located on the bottom cover of the notebook.

5. Three steps for repairing

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



Screen the problems by self-checking:

Please first review the User's Manual and the Software CD included with the Product:

The User's Manual and Software CD provided by MSI containing a lot of information about product usage. The manual we compose from user's perspective can answer many of your questions. If your manual was lost, you may download the manual you need from MSI website.

Visit MSI website for support:

MSI retains a group of customer service engineers with professional knowledge. You may post a message about the problem you encounter in MSI's Online Customer Service, and our engineers will try their best to answer your question concerning product usage immediately. Or you may look for FAQ in the website to see whether there is any solution for similar problems.



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

If you cannot seek any solution for the problem from 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.



Bring the Product to the authorized service center 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.

Shipping/Transportation Cost: Customer will have to cover cost of shipping to MSI, MSI will cover cost to ship back to customer.