



MSI COMPUTER (AUST) Pty. Ltd.

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MSI Warranty Procedures and Conditions.

This RMA form is intentionally designed for Australia & its territories **only** and this warranty will only apply on those MSI™ products purchased through MSI™ (Aust) authorized dealers. MSI™ (Aust) does not warrant any products that are not MSI™ products. The limited warranty on the hardware against defects in materials or workmanship is started from the original date of manufacturing for all MSI™ products. Please contact your authorized dealer for the warranty period of each individual product. Unless service is not available and MSI™ is strongly recommended all users to submit their fault goods to the place where they purchased the goods from. MSI™ warranty obligations are limited to the term set forth below:

- (1) In order to improve our service to all MSI™ customers, please fill all the spaces provided for us to process your warranty request as soon as possible. Insufficient or inaccurate information may result in delays in processing your request. Please make sure you have read and fully understood the RMA terms & conditions. We appreciated your comments & supports.
- (2) This form is use for **“WARRANTY REPAIR”** request only.
- (3) All warranty repairs could takes up to 5-10 working days under normal circumstance.
- (4) If the attached **“System configuration and problem”** form is not filled out, we will be testing items with our **normal testing equipments and procedures**. And that may not cover your problems. Please use one **System configuration & problem form for each item!**
- (5) The **RA number** will only issue to the request customer who has this form completed and fax back to us to verify. The RA number is required for us to process all your returns efficiently and is for your own reference when tracking RMA requests.
- (6) Items are to be send after **“RA number”** is been issued. And is also required to attach the purchase docket as proof of purchased when send to us.
- (7) Please return the goods back to out RA department with a copy of RMA request form submitted together with the package. Please ensure the RA number is clearly marked on the outside of the package.
- (8) Any necessary transportation for MSI™ products or any spare parts will be the purchaser's risk and expense. There may be a consequent delay in the repair service.
- (9) We are not responsible to do any **WARRANTY REPAIRS** if any **Physical Damages done before or after transit to MSI™ (Aust) RA department or from purchaser.**
- (10) MSI (Aust) reserves the right to refuse warranty repair if the items have not been pack in the way that protection pads have been put in between each individual item. Always return the goods contained in another separate carton box for protection (**Especially for long distance transportation**). MSI™ (Aust) will exam the receiving package and any damages done during the transit due to improper packaging will result void the warranty and item will be asked to send back at the time of receiving goods.
- (11) **This warranty does not cover to those goods that MSI™ serial number, warranty sticker has been removed or defected.**
- (12) No MSI™ distributors, agents, or resellers are authorized to make any modifications, extensions or addition to this warranty.
- (13) This warranty does not cover for any **physical damages** done by fire, accident, abuse, misuse, misapplication, wear, tear, neglect, improper installation or use in an improper manner or if the product has been modified, repair without the written permission of MSI™ (Aust) whatsoever.

- (14) If we **do not** receive warranty items after **10 working days** once the **RA number** is given out. This **RA number** will be cancelled and we will **send** these items back when we receive it. So please make sure you will be sending the warranty items to us once you receive the RA number.
- (15) Any **out of warranty items** and **non warranty repair items** must fill out & sign the **non warranty repair form**, and **should not** be sending with normal warranty items. If we receive a non-warranty item with warranty request job, it will be sent back **without** anything done to it.
- (16) Please **DO NOT** include any items which are not declared in this warranty repair form and are not MSI™ products. (i.e. CPU, Memory modules, cables and any items that are not MSI™ standard features on the product. Or unless a special agreement has been arranged between MSI™ Computer Australia and customer.) MSI™ computer Australia assumes no liabilities whatsoever to these items and will not be liable to those items lost.
- (17) This warranty period shall not apply to stylus, battery, or any wear parts of its limited life.
- (18) Last note, please **notify** MSI™ staff first if you are going to **add** more items after you receive the **RA number**, otherwise the items may not be **serviced** and ship back to customer.

Note 1: Please make sure you've written corrected serial number for each item in the space provided.

The serial number can be found either from between **PCI slot or ISA slot**, if the motherboard has **ISA slot**, or at the **back of the motherboard**. It usually starts with the model of the item.

For Example: for **MSI K7T 266 Pro 2-RU**, the serial number is at the back, and should look like "**K7T 266 Pro 2-RU0112456127**". The whole lot is the serial number.

Or For **MSI MS-6163 Pro**, it is on the side of the **ISA slot**, it should be like "**M61630002412345**" or "**B9910215743**".

Note 2: The "**Tested by**", "**Repaired**" and "**Replace**" are to be filled out by MSI staff only. And please fill out the **total quantity** and where is the item purchased from.

Note: terms & conditions are subject to change and MSI™ Australia reserves the right to modify or change without further notice.

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