



MSI COMPUTER (AUST) Pty. Ltd.

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MSI Warranty Procedures and Conditions.

- (1) In order to improve our service, please fill all the space provided above for us to process your warranty repairs as soon as we could.
- (2) This form is only use for **WARRANTY or REPAIR** proposes.
- (3) **Warranty return Material authorization form (MSR-1015B)** for international warranty must be **filled out** at all time.
- (4) The **RA number** will only issues, after this form is been completed and fax back to us to verify. **"RA number"** should **mark** an outside of package when send to MSI.
- (5) **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.
- (6) **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.
- (7) **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). The Company assumes no responsibility for any software subsequently installed by the customer itself and any possible consequential breakdown or damage. For the software CD or floppy disk included with the Product, a three-month warranty is provided.
- (8) **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 Notebook PC. 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.
- (9) **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):
 - Motherboard, memory module, CPU, hard disk drive, CD-ROM drive, LCD panel, battery, and transformer (limited to types of voltage applied at the local place of repair only).
 - 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).
- (10) **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.
- (11) **Limitations of the global travel performance assurance:**
 - The global travel performance assurance does not provide the service of replacing any Notebook PC as a complete unit.
 - The service center does not provide the service of re-installing any updated device driver, operation system or other software.
 - The service center does not provide backup for data stored in the product for repair. Please make sure you have a backup of your important data before sending the unit for repair.
 - The service center does not accept parts of the Product separately sent for repair by the customer.
- (12) **Circumstances where the global travel performance assurance requires additional payment for maintenance:** 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.).

- Any physical damage done to the notebook is NOT cover by the warranty repair. Additional charge will apply.
- **Labor will be charge AUD50 +GST if any warranty is expired or voided.**
- **Freight charge will apply for NB return after repair.**
- MSI will not take on any responsibility if the return goods contain any non MSI products.
- The Company does not take any responsibility for impossibility of use of the Product, or loss, damage, deletion or modification of data / data missing 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.

(13) 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.

(14) Out of 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):

- Motherboard, memory module, CPU, hard disk drive, CD-ROM drive, LCD panel, battery, and transformer (limited to types of voltage applied at the local place of repair only).
- Maintenance charges include the charges of parts (based on quote), service (AUD50+GST) and shipping (AUD15+GST).
- 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.
- A three-month warranty will be provided for parts in the paid maintenance.
- Diagnostic charge, additional charge may apply if hardware problem not found when product return to service center.

(15) Screen the problems by self-checking:

- **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.
- **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 categorized discussion forum, 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.

(16) 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.

(17) 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.

(18) If we do not receive warranty items after 10 working days once the RA number is given out. This RA number will be canceled, 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.

Note 1: Please make sure you've written correct serial number for each item.

The serial number can be found either from the back of the notebook; it usually starts with the model of the item.

For Example: for M610-xxxxxxxx, the serial number is at the back, and the whole lot is the serial number.

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

Note 3: For complete detail of the Warranty Conditions, please refer to MSI MEGABOOK Warranty Service Book for more detail.

