

# Warranty Information

## Notebook / Netbook / Slate / Tablet

1. **Warranty of GIGABYTE Notebook** and AC Adapter is confirmed by the sticker on Notebook from the date of purchase. For example, 1year is meaning 1year warranty from the date of purchase. 2year is meaning 2year warranty from the date of purchase. AORUS Notebook and AC Adapter is covered two years warranty from the date of purchase.
2. The battery is covered one year warranty from the date of purchase. The software, carry bag and other accessories that may be bundled are not covered by this warranty.
3. For the warranty period to start from the date of purchase, users will have to register the product online by filling in the online registration form. We will not provide global warranty if users do not register the product online completely. When a repair request is made after the product has been registered, users will have to provide proof of purchase, which could be an invoice, stamped warranty card or delivery receipt to show the actual purchase date which would be the start date of the warranty. If no proof is shown or the product has not been registered, then the GIGABYTE/AORUS date of manufacture will become the effective start date for the warranty period.
4. Warranty periods and warranty terms may vary depending on different products and the distributing territories, please confirm with the location where the original order was placed.
5. If the product fails during normal and proper use within the warranty period, GIGABYTE/AORUS will, as its discretion, repair or replace the defective parts within the product, or the product itself, with functionally equivalent components as originally supplied, or upgrade, during the warranty period defined for the model, using new or refurbished parts or units. The ownership of the replaced defective parts will automatically be transferred to GIGABYTE/AORUS. All components repaired or replaced by GIGABYTE/AORUS Service Centers will be under warranty for the remaining period of your warranty. Localized components (i.e. Korean keyboard, etc.) serviced outside the country of localization, will be serviced with components conforming to the country of service. For example, if your unit was purchased with a US keyboard, and you travel to China where your keyboard requires service, your US keyboard will be replaced with a Chinese keyboard.
6. GIGABYTE/AORUS LCD Panel Warranty :

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- Definition of bright dot/ black dot : Bright dot defects appear as pixels that are always lit or “ON”. Black dot defects appear as pixels that are always dark or “OFF”, or in abnormal color.
- Does not provide ZERO BRIGHT DOT FREE and ZERO BLACK DOT FREE guaranty service.
- Defects below found in first 30 days of the end user purchasing, LCD panel can be replaced once in the service center nearby. Nevertheless, claimer needs to provide the invoice to prove it within first 30 days.
  - - Bright dot: more than 3 dots
    - Black dot: more than 4 dots
    - Total bright and black dots : more than 5 dots (In any place)
- Notice: Any claim case, if over our guaranty period, will only be treated as regular RMA process. The service only focuses on functional repair. The guarantee will not be offer for LCD replacement.

## Disclaimer

1. GIGABYTE/AORUS will not be held responsible for any damages arising from the use of this product due to malfunction, negligence, acts of nature, accidental damage or abuse. This includes, but is not limited to, procurement of substitute goods or service; loss of use, data, or profits; or business interruption however caused. If the product has been physically damaged, abused, or damaged due to the environmental factors, unauthorized repairs or tampering, liquid damage, usage not conforming to the proper operating instructions, as laid out in the user guide, etc then this will void the entire warranty of the product.
2. If the warranty sticker or serial number is damaged, defaced or removed, this would void the global warranty on the unit.
3. GIGABYTE/AORUS Global service is when you send the product to GIGABYTE/AORUS authorized service center not in the country of original purchase. The service we provide is based on a Limited Warranty Service.
4. GIGABYTE/AORUS shall not be responsible for any lost or damaged data, software or other materials stored or preserved on the product. GIGABYTE/AORUS strongly recommends that Customer maintain a complete date backup and disaster recovery plan.
5. All transportation costs and tax fee incurred during the global service period will need to be paid for by the end user.
6. For safe delivery and receipt of the product, end users should keep the original packaging for transportation to the authorized repair center. GIGABYTE/AORUS will not cover any loss or damages during transportation.

7. GIGABYTE/AORUS Global Warranty only covers the repair service to the product. For additional technical service, advice and support, please contact your local distributor.
8. Upon receiving your repair request of global service, we will process it in an expedite manner. However, the service time for repairs will vary depending on the availability of component material stocked at that particular service site.
9. Any pre-disassemble parts will not be guaranteed. Please return full system for repair.