

US Accidental Damage

One-Time Accidental Damage Exchange Program for

AOC G-Series Monitors and AOC AGON Monitors

This One-Time Accidental Damage Exchange Program (the "Program") provided by AOC applies to any AOC G-Series Monitor or AOC AGON Monitor purchased by You from AOC or an AOC authorized distributor or reseller located in the continental United States, Alaska, Hawaii, or Canada (the "Product"), subject to the terms and conditions set forth below. As used herein, "You" means the original purchaser of the Product who is a resident of the United States or Canada. This Program is separate from, and in addition to, our Limited Warranty (available [here](#)).

What is covered?

Unintentional damage due to an accident, including drops, falls, and other collisions; liquid spills; and electrical surges[, whether or not caused by fire, flooding, windstorm, earthquake, exposure to nature or weather conditions, or other natural causes].

What is not covered?

- Intentional damage
- Scratches, dents or cosmetic damage
- Ordinary wear and tear
- Theft

What are the requirements to qualify?

To qualify for coverage under this Program, You must:

- Register Your Product at <https://us.aoc.com/en/product-registration> no later than 90 days after the date of purchase;
- Keep a copy of the sales receipt or other proof of purchase; and
- Have a valid address in the United States or Canada that can be verified by FedEx, UPS, USPS, or other transportation carrier.

Who is covered?

The coverage under this Program applies only to You, the original purchaser of the Product, and is not transferrable.

How long does coverage run?

Your Product is covered under this Program for one (1) year from the date of purchase by You from AOC or an AOC authorized distributor or reseller located in the continental United States, Alaska, Hawaii, or Canada.

What will we do?

If Your Product qualifies under this Program, we will replace the Product one (1) time at no charge with a refurbished monitor of the same type (or of a similar type if Your Product type has been discontinued). *Limit: One (1) replacement per qualifying Product.* If You are a United States resident, we will pay the shipping costs both (i) for You to return the Product to us (to the address specified below) and (ii) for us to ship the replacement monitor to You. If You are a Canadian resident, we will pay the shipping costs only for us to ship the replacement monitor to You; You must pay the shipping costs to return the Product to us (to the address specified below).

Other exclusions, restrictions, and limitations.

The following products are not eligible for coverage under this Program:

- Purchases made before January 1, 2019;
- Purchases from a distributor or other third party that is not listed as of the date of Your purchase under the "Where to Buy" link in the footer of us.aoc.com;
- Purchases from a distributor or other third party located outside the continental United States, Alaska, Hawaii, and Canada; or
- Refurbished monitors, store demonstration units, or out-of-box sales;
- Products with no sales receipt or other proof of purchase.

THE OBLIGATIONS OF AOC UNDER THIS PROGRAM ARE LIMITED TO THE ONE-TIME REPLACEMENT OF A PRODUCT (DETERMINED BY AOC TO QUALIFY UNDER THIS PROGRAM) WITH A REFURBISHED PRODUCT. AOC WILL HAVE NO OBLIGATION AND YOU WILL HAVE NO REMEDY AGAINST AOC FOR ANY MATTER OTHER THAN THOSE SPECIFICALLY SET FORTH HEREIN. YOU SHALL NOT BE ENTITLED TO RECOVER ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR OTHER INDIRECT DAMAGES, OR LOST PROFITS.

How do You request a replacement monitor under this Program?

Either (i) call our customer support hotline at 888.838.6388 between the hours of 8:30 AM and 5:30 PM Pacific Time, or (ii) fill out the customer support form located at <https://us.aoc.com/en/gaming/service-contact>. If Your Product qualifies, we will provide You with a return material authorization (RMA) number. Once You receive Your RMA number, pack the Product carefully to prevent damage in transit and ship it, along with the RMA number and copy of the sales receipt or other proof of purchase.

© 2019 AOC All rights reserved.

One-Time Accidental Damage Exchange Program for

AOC G-Series Monitors and AOC AGON Monitors

This One-Time Accidental Damage Exchange Program (the "Program") provided by AOC applies to any AOC G-Series Monitor or AOC AGON Monitor purchased by You from AOC or an AOC authorized distributor or reseller located in the continental United States, Alaska, Hawaii, or Canada (the "Product"), subject to the terms and conditions set forth below. As used herein, "You" means the original purchaser of the Product who is a resident of the United States or Canada. This Program is separate from, and in addition to, our Limited Warranty (available [here](#)).

What is covered?

Unintentional damage due to an accident, including drops, falls, and other collisions; liquid spills; and electrical surges[, whether or not caused by fire, flooding, windstorm, earthquake, exposure to nature or weather conditions, or other natural causes].

What is not covered?

- Intentional damage
- Scratches, dents or cosmetic damage
- Ordinary wear and tear
- Theft

What are the requirements to qualify?

To qualify for coverage under this Program, You must:

- Register Your Product at <https://us.aoc.com/en/product-registration> no later than 30 days after the date of purchase;
- Keep a copy of the sales receipt or other proof of purchase; and
- Have a valid address in the United States or Canada that can be verified by FedEx, UPS, USPS, or other transportation carrier.

Who is covered?

The coverage under this Program applies only to You, the original purchaser of the Product, and is not transferrable.

How long does coverage run?

Your Product is covered under this Program for one (1) year from the date of purchase by You from AOC or an AOC authorized distributor or reseller located in the continental United States, Alaska, Hawaii, or Canada.

What will we do?

If Your Product qualifies under this Program, we will replace the Product one (1) time at no charge with a refurbished monitor of the same type (or of a similar type if Your Product type has been discontinued). *Limit: One (1) replacement per qualifying Product.* If You are a United States resident, we will pay the shipping costs both (i) for You to return the Product to us (to the address specified below) and (ii) for us to ship the replacement monitor to You. If You are a Canadian resident, we will pay the shipping costs only for us to ship the replacement monitor to You; You must pay the shipping costs to return the Product to us (to the address specified below).

Other exclusions, restrictions, and limitations.

The following products are not eligible for coverage under this Program:

- Purchases made before January 1, 2019;
- Purchases from a distributor or other third party that is not listed as of the date of Your purchase under the “Where to Buy” link in the footer of us.aoc.com;
- Purchases from a distributor or other third party located outside the continental United States, Alaska, Hawaii, and Canada; or
- Refurbished monitors, store demonstration units, or out-of-box sales;
- Products with no sales receipt or other proof of purchase.

THE OBLIGATIONS OF AOC UNDER THIS PROGRAM ARE LIMITED TO THE ONE-TIME REPLACEMENT OF A PRODUCT (DETERMINED BY AOC TO QUALIFY UNDER THIS PROGRAM) WITH A REFURBISHED PRODUCT. AOC WILL HAVE NO OBLIGATION AND YOU WILL HAVE NO REMEDY AGAINST AOC FOR ANY MATTER OTHER THAN THOSE SPECIFICALLY SET FORTH HEREIN. YOU SHALL NOT BE ENTITLED TO RECOVER ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR OTHER INDIRECT DAMAGES, OR LOST PROFITS.

How do You request a replacement monitor under this Program?

Either (i) call our customer support hotline at 888.838.6388 between the hours of 8:30 AM and 5:30 PM Pacific Time, or (ii) fill out the customer support form located at <https://us.aoc.com/en/gaming/service-contact> . If Your Product qualifies, we will provide You with a return material authorization (RMA) number. Once You receive Your RMA number, pack the Product carefully to prevent damage in transit and ship it, along with the RMA number and copy of the sales receipt or other proof of purchase.