

Limited Warranty

- Removal and/or damaging of the SN/PN sticker(s) on all MSI products will void all warranties associated with that product.
- When sending in your defective product for service, a copy of the RMA e-mail **MUST** be included in the package or the RMA may be declined and shipped back (at the customer's expense).
- Products sent in for RMA will be repaired or replaced with a product of equal or greater performance based on availability.
- Repaired, replaced or exchanged Product will be warranted for the remainder of the original warranty.
- Please be sure **ONLY** send in the defective product. Keep all accessories and driver discs with you unless specified.
- The MSI product **MUST** be free of any physical damage due to improper installation or modification of **ANY** kind (this includes installing aftermarket parts) or the warranty **WILL** be **VOID**.
- The product **MUST** be returned to MSI in the original factory configuration and condition. All aftermarket modifications must be reversed prior to sending in the product for repair or replacement.
- MSI reserves the right to inspect and verify the defects of any product(s) returned and further reserves the right to claim for service charge from the customer for any product returned incomplete or modified if product requires repair or replacement or when the customer is not entitled to any coverage under this limited lifetime warranty.
- Products returned with customer-induced damage (including, but not limited to physical damage) will be charged for out of warranty repair fee.
- MSI reserves the right to change this policy without advance notice.

How to obtain a RMA Number

- [Online RMA request](#)
- Contact Customer Service
 - o Tel: 1-626-271-1004

Shipping

- Customer is responsible for shipping products for repair to MSI. After repair MSI will return the products to the customer via UPS or Fedex Ground service.
- Please ship your product using any carrier you preferred but we suggest selecting a method with ability to trace shipment. MSI is not responsible for shipments for which the carrier can not provide proof of delivery.
- Use original package when possible, if packing more than one product, please use a separate container for each product. MSI may return the repaired units in separate

shipments, or you may request MSI hold all the units for a single shipment, please contact Customer Service to request it.

- The defective MSI product must be mailed inside of a box with either foam or bubble wrap to avoid physical damage to the product during shipping.
- MSI is not responsible for loss, damage, or shipping charges to our RMA Center.
- MSI does NOT ship to PO Box or APO/Military addresses.

You must request a RMA number before sending the product to MSI RMA department, please remark RMA number outside the box.

Mailing Address for RMA Return:
Attn: RMA Dept.
727 Brea Canyon Road, Suite 5
Walnut, CA 91789



How to get service from MSI?

- Customer Service for RMA: 1-626-271-1004
- Customer Service Fax: 1-626-581-1551
- Technical Support:
AIO & Notebook: 1-888-447-6564
VGA & Motherboard: 1-626-271-1004
- Technical Support Fax: 626-581-1551
- Operating Hours: M-F 9:00am to 5:30pm (Pacific Time)