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ASUS Notebook Local Onsite Service & Local Accidental Damage Protection  
(electronic registration needed)

Service Package Name	3-Year Local Onsite Service & Local Accidental Damage Protection
Service Package P/N	ACX15-001200NB
Standard Warranty	1 Year
Battery Warranty	Please refer to the Warranty Card supplied with Your Product
Applicable Product	Notebook
Service Description	(See Section 5. Service Features and Specifications)
Response Time	Next Business day onsite service for requests placed to Asus support by 12 pm
Applicable Country	Australia
Service Area(s)	Australia
ASUS Support Contact	Hotline: 1300-278788 Website: <a href="http://support.asus.com/">http://support.asus.com/</a>
Service Hours	9 am to 6 pm (Mon to Fri)



Thank You for purchasing this ASUS Service Package. **Please activate the Service Package online within one (1) year from the purchase date of Your ASUS Product. This Service Package must be activated before You can obtain support under this Service Package; this Service Package will expire if not registered within the specified period.**

Please read the following terms and conditions below before activating this Service Package. Once You or ASUS, upon Your request, activate(s) the Service Package, there shall be no refund, credit or exchange for the Service Package. **If You do not agree with the terms and conditions of the Service Package or do not activate this Service Package, You should contact Your point of sale within thirty (30) days after purchase for a refund.**

<b>Contract Code:</b>	<b>Please refer to Appendix1</b>
<b>Password:</b>	

For corporate users ASUS will process registration and activation based on Your Product Serial Number list provided to ASUS.

### 1. Activation

- **Step1: Become an ASUS Member**  
Go to the ASUS Member website at <http://account.asus.com> and sign up to become an ASUS member. If You are already an ASUS member, proceed to Step 2.
- **Step 2: Register Your Product**  
Login to the ASUS Member website at <http://account.asus.com> and click on “Product Registration” from the left side menu. Please fill in the form with relevant details of Your Product. If You have registered, proceed to Step 3.
- **Step 3: Activate Service Package**  
Click on “Service Package Activation” at the left side menu and follow these instructions:
  - a. Select the registered Product which should be covered by this Service Package.
  - b. Enter the **Contract Code** and **Password**.
  - c. Click **Submit** to finish the process.

You agree and understand that it is necessary for ASUS to collect, transfer and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintain offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy at: [http://www.asus.com/Terms\\_of\\_Use\\_Notice\\_Privacy\\_Policy/Privacy\\_Policy/](http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/).

## 2. How to get support:

For technical hardware issues (excluding abnormal conditions, referred in later content) that cannot be resolved during ASUS hotline and/or remote troubleshooting, please visit <http://support.asus.com/> and follow the online instructions or contact Your local ASUS service center via hotline to make a claim under this Service Package. When making a claim please ensure You have Your Product, Service Package document, ASUS Member information and proof of purchase with You so ASUS can process Your claim more efficiently.

## 3. General information

- A. The terms and conditions of ASUS standard warranty shall apply to the extent that this document does not provide different terms. Please refer to the Warranty Card distributed together with Your Product for the ASUS standard warranty terms.
- B. This service can only be purchased in the country where You originally bought Your brand-new ASUS Product from an authorized ASUS dealer (i.e. retailer or reseller) and it is ONLY valid in the country of purchase. Unless otherwise stated in section 5, this Service Package does not include international support.
- C. This Service Package is designed for ASUS Products as designated in the Service Package Information table at the top of the first page of this document.
- D. The coverage of each service package varies; please check the Service Package Information table and the Service Features and Specifications table for further information.
- E. The applicable period of this Service Package will be calculated from the Product's purchase date. Without prejudice to Your rights under the Warranty Card, the same type of service can be applied for one (1) Product one (1) time within the applicable period of such service. Notwithstanding the foregoing, if any conflicts arise between the provisions of the Service Features and Specifications table and the standard warranty card, the provisions of the Service Features and Specifications table shall prevail.
- F. You are required to keep both (i) the proof of purchase of the Product and (ii) the proof of purchase of the Service Package for reference if future service requests are required.
- G. The Service Package covers and offers service only to technical hardware issues during the applicable period and under normal use conditions. It does not apply to any software issue or customer induced damages, etc. as indicated in the "Exclusion from this limited Warranty Service" section of the Warranty Card.
- H. This Service Package only applies to ASUS Products' original hardware built into the Product excluding any parts not factory installed by ASUS or parts replaced by ASUS Service Center, any external devices, accessories and bundled consumables, including but not limited to carry bags, support discs, cables and wires or mouse.
- I. The battery of the Product is regarded as a consumable part. Due to the battery's life cycle, there may be limited warranty coverage on this part. Battery warranty period remains subject to the standard warranty you received with the Product. Batteries outside of the warranty period will not be covered by this service package and will be subject to out of warranty service charge.
- J. All components or products repaired or replaced by ASUS or ASUS authorized technician will be under warranty for the remaining term of the period of standard warranty but for no less than three (3) months after the service rendered to You in accordance with this Service Package.
- K. Any products, parts or components which are subject to a product recall shall be repaired or replaced under the terms of such product recall and are excluded from the coverage of this Service Package.
- L. This Service coverage will expire either (i) at the end of the coverage period, (ii) if the Product subject to this Service is refunded, or (iii) at the end of the repaired/replaced Product warranty period as set forth in Section 3J of this document
- M. Except as provided in this Service Package, and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of this Service Package or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory



liability for intentional and gross negligent acts and/or omissions by ASUS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Service Package the above limitations do not apply to You.

**4. Customer responsibilities**

- A. **Please ensure that You have fully backed up all the software and data stored on Your Product and removed any personal, confidential or proprietary information before any service process is started.** You agree that ASUS may delete any data, software or programs installed on the Product without restoring them. It shall be Your own responsibility to prevent any permanent loss, damage or misuse of Your software/data arising out of not creating a backup copy and deleting the software/data from the unit.
- B. Please also remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ASUS.
- C. You will be required at the request of ASUS to support with troubleshooting of Your Product, which may include for example below types of actions:
  - i. Restoring the Product’s operating system, factory-installed drivers, and applications to the factory default settings.
  - ii. Installing updates, patches or service packs
  - iii. Running diagnostic tools and programs on Your Product
  - iv. Allowing ASUS technical support agent to access Your Product with remote diagnostic tools (when available)
  - v. Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problem

**5. Service Features and Specifications:**

**Please check the details below regarding the features and specifications for Your Service Package.**

Features	Specifications
<p><b>Local On-Site Service (LOSS)</b></p>	<ul style="list-style-type: none"> <li>• This Service Package provides Local On-Site Support for Your Product.</li> <li>• Prior to on-site service, our technical support agents may request that You assist in troubleshooting the Product. For more detailed information please refer to the “When contacting ASUS Customer Service” section in the Warranty Card supplied with Your Product or visit <a href="http://support.asus.com/">http://support.asus.com/</a>.</li> <li>• If the problem is not solved remotely, onsite technical support for Your Product will be arranged with an ASUS authorized technician who will be sent to Your location generally by the end of the next business day; response times may vary depending on geographic location, spare parts and local service availability.</li> <li>• You will be required to provide the ASUS authorized technician with access to Your facilities and ASUS products as well as electricity, internet connection, ASUS Driver CD/DVD (if delivered with the product), and a sufficient and safe working space.</li> <li>• If the Product fails during normal and proper use within the coverage period of this service package, ASUS will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.</li> <li>• If defective parts are replaced under this service, then You agree in advance to transfer the ownership of the replaced defective parts to ASUS.</li> <li>• In case the ASUS authorized technician finds the Product to be outside of the coverage scope (such as customer induced damages etc. as indicated in “Exclusion from this limited Warranty Service” section of Warranty Card), a charge list will be issued to You and the Service will only be provided against payment. If you choose not to proceed with the repair, You will be billed for any cost already incurred by Asus (including but not limited to sending technician on-site, testing/debugging etc.).</li> </ul>



<p><b>Local Accidental Damage Protection (LADP)</b></p>	<p>A. This Service Package provides coverage for the following types of accidental damage arising out of normal use:</p> <ul style="list-style-type: none"><li>• Drops, falls or other collisions</li><li>• Liquid Damage</li><li>• Electrical surges</li><li>• Accidental breakages</li></ul> <p>B. In this Service Package, only one (1) Key part is allowed to be claimed remedy for under this Service Package every year commencing from activated date of this Service Package. For any additional claim made for a repair of key part(s), the labor, shipping and spare parts costs will be borne by the Customer.</p> <p>C. Key part(s) referred to above include the screen (LCD), DVD/CD ROM drive, motherboard, processor, hard disk drive and memory.</p> <p>D. The total cumulative costs of repair services provided under this Service Package shall not exceed the Customer purchase price of the Product.</p> <p>E. All components repaired or replaced by an ASUS Service Center will be under warranty for three months or for the remainder of the warranty period, whichever is applicable.</p> <p>F. In order to make a claim under this Service Package, you will have to provide an explanation of where and when the incident occurred as well as a detailed description of the incident. Failure to provide this information or requested documentation will result in the claim being rejected.</p>
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