

ASUS Warranty Terms

This ASUS manufacturer warranty (hereafter referred to as the “Warranty”) is granted by ASUSTeK Computer Inc. (“ASUS”) to the purchaser (“You”) of the ASUS computer system (“Product”). This document outlines the warranty coverage, terms, and services provided by ASUS and its accredited Service Agents.

ASUS Authorized Service Partner

Mars Digital Systems LLC – UAE

support@marssys.com

+971 54 996 5635

Business Hours: Monday – Friday, 8:00am – 5:00pm (Excluding public holidays)

Warranty Coverage Options

1. 1-Year Standard Warranty

Includes all standard warranty claims + 1 Accidental Damage Protection (ADP) claim per year.

2. 3-Year Standard Warranty

Includes all standard warranty claims + 1 ADP claim per year (Total of 3 ADP claims in 3 years).

Warranty upgrades are available at the time of purchase.

Service Process

- The device must be brought to school.
- Mars Digital Systems LLC will pick it up for servicing and return it after repair completion.

Accidental Damage Protection (ADP) Terms

ADP covers accidental damage under normal use, including:

- Drops, falls, collisions
- Liquid damage
- Electrical surges
- Accidental breakages

- ✓Unlimited key parts per claim
- ✓Repaired/replaced components are covered for the remainder of the warranty period

Statutory Guarantees

This warranty is in addition to any statutory rights that may apply in the country of purchase and does not affect or limit them.

General Terms

- ASUS warrants the Product to be free from defects in workmanship and materials during the warranty period.
- Repairs/replacements may use functionally equivalent or superior parts.
- Applies only to new ASUS-manufactured products (not used/refurbished/seconds).
- Keep the original invoice for future service requests.
- Defective parts replaced become property of ASUS.

Software Support

- Software is provided 'as-is'.
- ASUS only supports preinstalled software if it affects hardware functionality.
- Third-party software support is the responsibility of the respective vendor.

Customer Responsibilities

- Do not leave the device plugged in after it's fully charged and turned off.
- Regularly back up all data.
- Before contacting ASUS:
 - Have the product, serial number, and proof of purchase ready.
 - If needed, product must be sent to ASUS Repair Center (RMA process).
 - Back up data and remove confidential/personal info.
 - Remove all accessories, storage devices, and passwords.

Service Call Instructions

Log a service call with Mars Digital Systems LLC to schedule a school pick-up.

Warranty Exclusions

The warranty does not cover:

- Tampering or repairs by unauthorized personnel
- Altered or removed serial numbers or warranty seals
- Cosmetic damage (rust, color changes, wear and tear)
- Peripheral-related damage

- External electrical faults or accidents
- Environmental/usage damage outside product specs
- Virus or third-party software damage
- Forgotten passwords
- Contamination, radiation, theft, fraud, or willful damage
- Unlock Device App use (bootloader unlocking voids warranty)

Privacy Notice

By using the service, you consent to ASUS processing your personal data, including transferring it internationally, in accordance with the ASUS Privacy Policy:

http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/

Out-of-Warranty (OOW) Cases

- Warranty service is not guaranteed to be free.
- If the claim is OOW (expired warranty or excluded case), a Service Charge List will be provided.
- If accepted, repairs begin after invoice payment.

Additional Notes

ASUS reserves the right to interpret or change the provisions of this warranty without prior notice.

Refer to www.asus.com/support for the latest warranty information.