
LIMITED WARRANTY STATEMENT

FOR ACER CONSUMER AND COMMERCIAL NOTEBOOK AND TABLET MOBILE DEVICES PURCHASED OUTSIDE AUSTRALIA AND NEW ZEALAND

This limited hardware warranty refers to Acer branded notebook and tablet devices purchased outside Australia and New Zealand, where the user is visiting either Australia or New Zealand as a temporary bona-fide traveller. Acer's International Travellers Warranty (ITW) is designed and intended to provide added protections and support to Acer customers whilst travelling away from their home country from which the device had been purchased.

This warranty strictly applies to legitimate temporary bona-fide travellers and does not substitute as a local warranty for consumers residing in either Australia or New Zealand. A bona-fide traveller is somebody who is temporarily outside their home country, without the intention of establishing long-term or permanent residence.

The period of cover for Acer's International Travellers Warranty (ITW) is one year from the original date of purchase.

General Provisions and Exclusions:

- All ITW repairs in Australia or New Zealand must be completed at either Acer's Sydney or Auckland service centres.
- ITW repairs cannot be completed by any of Acer's local authorised service providers.
- Acer reserve the right to verify and validate the user's bona-fide traveller status, and we may request proof confirming their travel status (i.e. travel itinerary, passport showing country of residence, visa etc.).
- Acer will also request a copy of the official sales receipt indicating a clear description of the goods, the purchase date, and the location of the purchase.
- In cases where the sales receipt is in a language other than English, the customer is responsible for providing a notarised translation.
- ITW does not apply to devices purchased overseas by residents of Australia or New Zealand who have since returned to their home country.
- ITW coverage does not apply to devices imported into either Australia or New Zealand – i.e. parallel/grey imports, online purchases, auction/bidding sites, purchases or other transactions made through private sellers etc. Acer's ITW is only applicable to the original owner/purchaser of the device.
- ITW coverage does not cover software-related issues, nor does it cover any software/data loss, loss of business or any other consequential losses.
- Acer Australia will only cover shipping costs to and from addresses within Australia. It is the customer's responsibility to suitably pack their device.
- Acer New Zealand will only cover shipping costs to and from addresses within New Zealand. It is the customer's responsibility to suitably pack their device.
- ITW coverage does not support any language changes and you must purchase software in your preferred language separately.
- Acer will replace parts with local equivalents where available – i.e. use English keyboards in place of European, Arabic or Chinese labelled keyboards.
- Parts used for repair or replacement may be either new or reconditioned. This decision will be made under the sole discretion of Acer.
- Acer's ITW program only covers repairs and does not cover the replacement of the device.
- ITW covers only the repair of the main device, and replacement of the power adapter and/or power cable should it be deemed defective.
- This warranty does not apply and, at Acer's discretion, becomes void if the product has been physically damaged or rendered defective: (a) as a result of accident, misuse, or abuse, or other circumstances beyond Acer's control; (b) by the use of parts or peripherals not manufactured or supplied by Acer; (c) as a result of normal wear and tear; (d) by use within an improper operating environment; (e) by modification of the product; (f) by the serial number being removed or defaced; (g) as a result of services rendered by anybody other than an Acer authorised repairer; (h) as a result of the product being operated otherwise than in accordance with Acer's instructions or; (i) as a result of liquid/chemical damage, exposure to bodily fluids or solids, or damage resulting from vermin, insect or other pest infestation.
- For complete terms and conditions regarding Acer's ITW, please visit <http://www.acer.com/worldwide/support/itw.htm>

Requesting Technical Support or making Warranty Claims on your Acer Device:

To serve you faster, please be sure to have the following details ready when calling Acer's contact centre;

- The Serial Number and SNID of your Acer device. The SNID can be found on the base of the notebook.
- A brief description of the problem/symptom being experienced with the device.

Acer Customers in Australia

Technical Support: 1300 365 100

7:00am to 9:00pm Monday to Friday AEST
9:00am to 6:00pm Saturday and Sunday AEST

Service and Repair Enquiries: 1300 365 100
7:00am to 9:00pm Monday to Friday AEST

*Applicable local call and mobile charges apply.

Online Helpdesk: <https://au.answers.acer.com/app/ask>

Acer Customers in New Zealand

Technical Support: 0800 223 769

7:00am to 9:00pm Monday to Friday AEST
9:00am to 6:00pm Saturday and Sunday AEST

Service and Repair Enquiries: 0800 223 769
7:00am to 9:00pm Monday to Friday AEST

*Applicable local call and mobile charges apply.

Online Helpdesk: <https://au.answers.acer.com/app/ask>