



Warranty Support Process - Onsite for Acer Notebooks in India

1. Objective:

- 1.1. To define the Warranty Support Process of Acer notebooks for Acer Customers in India.

2. Support Process :

- 2.1. All Acer notebooks sold dated **1st of July 2010** onwards to the end customer will carry onsite warranty for the base unit purchased.
- 2.2. Onsite warranty for notebooks will be available in selected Metros in India - Delhi , Mumbai, Kolkata, Chennai and Bangalore.
- 2.3. Any notebook sold on **or after 1st July 2010** will be applicable for onsite warranty against valid registration in APN. From **July 1st 2010** onwards the notebook (acer , emachine , Gateway) and netbook (Aspire One, emachine ,gateway) will have default warranty as onsite for shipment units also. Acer APN will be populated with shipped NB s/n **effective 1st July 2010** onwards with “**std-onsite**” warranty type. Acer will continue to have **6th digit warranty code** in India specific “**AW**” **serial number as onsite**.
- 2.4. To avail warranty service for Notebook customer can call toll free Call Center at 1-800-11-6677(BSNL/ MTNL) or 1-800-3000-2237 (Reliance Mobile / Landline. Local call charges applicable for other telecom networks). Or send SMS to 9901676677 (SMS service) with product serial no & query for call center to revert back. Others can dial 011-26383170 / 75 (standard call charges applicable). Acer Call Centre will operate from 9AM-9PM (Monday to Saturday, excluding public holidays)
- 2.5. The case ID will be issued by Call Centre agent & transferred to the nearest One of Acer Authorized engineer with valid ID proof will attend the onsite call from Acer Authorized Service Centre for further assistance and call closure.



- 2.6. All onsite services will be within municipal limits (50KM radius) of the city. Presently applicable for Delhi , Mumbai, Kolkata, Chennai and Bangalore. Customer staying beyond city limits will be informed to visit the nearest Acer Authorized Service Centre for carry in support.
- 2.7. Batteries with less than 30 minutes back up will only be considered for replacement as per the battery mark test report.
- 2.8. Burned, physically damaged, tampered, cable cut/worn out, liquid spillage, battery leakage, serial number/logo tampering, etc will not be covered under the onsite warranty scope.
- 2.9. Customer can also bring his notebook to the Acer Authorized Service Centre as carry in service in case of emergency & customer convenience.
- 2.10. Operating System related calls for notebooks sold without pre-loaded OS will not be covered under onsite warranty support. If the onsite visit is required and found to be only OS related call then Acer Authorized Service Centre may charge Rs500/- + tax as labour charges from the end customer.
- 2.11. Acer Authorized Service Centre will operate from 9AM to 6PM , Monday to Saturday.
- 2.12. Acer commits response within NBD after valid Case ID & Acer Authorized Service Centre online diagnosis. This is also based on customer appointment & availability. Customer can visit [www.acer.co.in /support](http://www.acer.co.in/support) for further information. For web based call login , online chat service & to check repair status , please visit : <http://apn.acer.co.in>