

## SERVICE FEATURES

Carry-in	This service provides high-quality assistance in Acer's repair centers and includes shipment at no additional costs to and from our laboratories.
On-site	Through this service Acer offers a dedicated assistance carried out at the customer's site and is available featuring different intervention times which can be checked with your local Acer call center.
On-site with Exchange	This service adds to Acer's top-quality on-site assistance, the benefit of a replacement product throughout the repair period. Replacement products are new or with equivalent or higher performance.
ITW (Notebooks, Tablets, Netbooks only)	Acer developed the International Travelers' Warranty (ITW) to protect you if you are out of your country for long time and you want to have your notebook/netbook/tablet always with you! International travelers can enjoy the service support when travel abroad and additional details can be found on <a href="http://global.acer.com/support/itw.htm">http://global.acer.com/support/itw.htm</a> .

## AVAILABILITY OF SERVICES

On-site and On-site with Exchange services will only be available in the country where the Plan was purchased.

Calls for assistance should reach your local call center not later than 2pm to get the service in the time specified in the Plan. For particular locations difficult to reach like islands or in case of adverse weather conditions, slight delay may be possible. All call-out visits to customers are carried out from Monday to Friday.

## SERVERS AND STORAGE PRODUCTS ONLY

In case of full coverage service: 7 days/week – 24h/day separate agreements need to be taken with the customer case by case.

In case of warranty extended to the internal components, the Plan guarantees cover of the internal components, such as disk drives, memories, CD-ROM, CPUs, raid cards, network cards, back-up units, etc. This extension is applied and valid only and exclusively for products and options included in the Acer price list and marked with original parts. Any server options must be registered on [careplus.acer.com](http://careplus.acer.com) and before proceeding with registration, make sure you keep at hand the relevant part numbers and serial numbers if applicable.

## OPERATING SYSTEM RESET

This service will be provided both in case of Carry-in and On-site service. The Plan includes exclusively the resetting of the operating system and the reconfiguration according to the hardware installed in the system at the time of purchase of the product.

In case of On-site service, an Acer-authorized representative will start operating system reset, will make sure everything is working properly and will remain available on-call in case of further problems; configurations of users/applications and printers are not included as well as configuration of additional components other than the original configuration.

## WARRANTY COVERAGE EXCLUSIONS

The warranty coverage pursuant to the Plan will not extend to any repairs or replacement on parts found to be damaged due to negligent or careless use, incorrect maintenance work, work carried out by unauthorized third parties, transportation in inadequate packaging.

The Plan does not cover faults deriving from viruses or system conflicts caused by the installation of drivers or peripheral devices, or loss of data for any reason whatsoever.

For notebooks: the battery is not included in the Plan, it remains subject to the warranty coverage resulting from the Limited product Warranty associated with the purchase date of the Acer product or of the battery itself. The exclusions and limitations described above apply only to this Plan; the terms of the Limited product Warranty are not affected hereby.

## ACER CARE PLUS PROGRAM ACTIVATION

- If you have access to the Internet, you can register directly for the Plan at [careplus.acer.com](http://careplus.acer.com). The internet connection costs will not be refunded.
- If you do not have access to the Internet, call your local Acer call center on the relevant telephone number provided inside this leaflet.

## BEFORE PROCEEDING WITH REGISTRATION MAKE SURE:

- You have the Acer Care Plus code and password of your Plan at hand.

## TO PROCEED WITH REGISTRATION

- Go to the "acercareplus" registration area on the [careplus.acer.com](http://careplus.acer.com) website, then enter correctly both your Acer Care Plus code and password included in the Acer Care Plus leaflet, and complete the electronic form that appears on the registration page.

Please remember that registration for the Acer Care Plus Plan cannot be carried out after more than 365 days from the date of purchase of your Acer product.

If you miss the 365 days activation deadline, please contact your local Call Centre.

Soon after your application has reached us, subject to the above conditions, we will send you, by e-mail, the Warranty Plan Certificate with the details of your Acer Product.

## IN THE EVENT OF A FAULT WITH YOUR ACER PRODUCT

First of all Acer recommends you to carry out the tests described in the "Troubleshooting" section of the user's manual.

## REMOTE ASSISTANCE

You can call your Acer local Call Centre, keeping your Acer care plus Program Certificate at hand and your Product turned on. Acer professionals will support you in order to isolate problems and resolve them.

## REPAIR CENTRES SERVICE

For problems that cannot be resolved remotely, Acer operators will instruct you on how to contact a dedicated express courier that will pick up your failed equipment at your site and deliver it to the Acer designated repair facility. The repaired equipment will be afterward returned to your location. Acer will pay for all shipment charges.

## **ON-SITE SUPPORT**

If you have a technical problem that cannot be resolved remotely and your Plan includes on-site assistance, one of Acer's authorized representatives will visit you within the applicable timeframe to provide on-site technical support.

## **PRODUCTS SHIPMENT**

If you need to ship your Acer branded equipment, please pack it with the original material and include in the box a copy of your Acer care plus Program Certificate, together with a description of the fault.

In case the original packing material is not available:

- a) Use a solid carton of suitable dimensions to hold your Product.
- b) Wrap the equipment in layers of bubble wrap until a minimum thickness of 6 cm. per side is created, and fix them with some tape.
- c) Put the wrapped Product in the box and fill any empty space with more bubble wrap. Finally, label the carton as indicated by the Call Centre operator.

## **SERVICE CONDITIONS AND LIMITATIONS**

All warranty periods start from the date indicated on the Acer product's proof of purchase.

If the warranty period applicable to your Acer product is greater than 3 years in duration, Acer reserves the right in its sole discretion to repair your product or to replace it with a new or refurbished product or a comparable specification. Any personal data provided by you via electronic form or otherwise for the Plan shall be processed and used by Acer or its certified partner exclusively to process your participation in the Plan or whatever other use you might authorize Acer during online registration process. Acer Global System will handle your personal data in accordance with all applicable data protection laws and regulations. By registering for the Plan, you're consenting to that use and processing of your data Acer or its certified partner. You have at any time a right of access, rectification and opposition to all of your personal data according to applicable laws. For further information on Acer's privacy policy please visit: <http://www.acer-group.com/public/index/privacy.htm>

Please be aware that you as a consumer may have certain statutory rights as to cancellation a purchase of the Plan pursuant to applicable laws. For example, a cancellation period of a contract concluded through an internet shop across the European Union will be normally 14 days from the date of the contract. For further information on how your cancellation rights are extended by applicable laws please contact a seller at the point of purchase of the Plan.

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