

Acer Limited International Warranty Terms and Conditions (HKSAR)

Acer HK – Limited International Warranty (“International Warranty”) period commences from the date of purchase stated on the original purchase invoice(s) or sales receipt(s) issued by Acer’ s authorized distributor(s) for one year subject to the following terms and conditions:

This International Warranty covers only and applies to the following:

1. The “Customer” who purchases and paid for Acer Product(s) from Acer’ s authorized distributor(s) and is the original end-user purchaser of the Acer Product(s);
2. Online registration MUST be completed with confirmation given for validation of the International Warranty. Customer needs to produce original International Warranty Card with indication of product serial number and purchase invoice(s) or sales receipt(s) showing the date of purchase of the product(s). Photo or facsimile copy of International Warranty card or purchase invoice(s) or sales receipts(s) is not accepted;
3. The International Warranty applies only to any our Acer Product(s) but not software even if purchased or sold with Acer Product(s).

Exceptions and Limitations of this Warranty:

1. This warranty does not cover the replacement of the main unit.
2. This warranty does not cover any issue arisen from any bright or dark dots on the screen of product(s).
3. This Warranty is limited to the Acer Mobile Computing Product(s) and its AC adapter. Accessory items may be serviced and charged, subject to local availability. The company reserves all rights to replace the defective part with equivalent or higher performed part based on its expertise. This decision will be made under the sole discretion of Acer.
4. Any defective part which has been replaced shall become the company’ s property.
5. Any software that accompanies the notebook is provided “as is.” Acer and/or its authorized International Warranty Service Location(s) are not responsible for the proper function of any or all of the software programs preloaded or added to the Acer Notebook computer(s). The customer is responsible for providing the recovery and software backup discs required to recover the hard disk should such a case arise.
6. Acer and/or its authorized International Warranty Service Location(s) shall not be responsible for loss of data under any circumstances. Customers are advised to back up all data on hard disk, if possible, before bringing the notebook for repair. This warranty service does not include recover or reinstall computer system.
7. Localized components (i.e. French keyboard, Japanese modem, etc.) serviced outside the country of localization, will be serviced with parts conforming to the country of service. For example, if your unit was purchased with a US keyboard, and you travel to China where your keyboard requires service, your US keyboard will be replaced with a Chinese keyboard.
8. The International Warranty guarantees service (parts and repair labor, as stipulated) for product(s) which fail under normal working conditions. However, Acer and its Authorized International Warranty Service Location(s) are not obliged to repair or replace a failed product if that failure is a result of physical breakage, improper installation or connections, external electrical faults, accidents, misuse, software-induced problems (e.g. virus attacks), abuse or modifications to the product. Any service, repair or replacement not within the scope of International Warranty coverage shall be subject to Acer and/or its Authorized International Warranty Service Location(s)’ rates and terms.
9. In some countries you may send or collect your notebook by courier (FedEx, DHL, UPS, etc.) to a service location in that country after confirming the transportation procedure and delivery address with the local Acer Authorized International Warranty Service Location. All transportation and associated charges for sending or collecting the notebook to Acer must be prepaid by the customer. The notebook must be insured against damage and must be properly packed in its original shipping package or equivalent. Acer and its Authorized International Warranty Service Location(s) assume no responsibility and hereby specifically disclaim all liability for any loss or damage that may occur during transit.
10. This warranty service is only applied to Asia Pacific regions, please refer to www.acer.com.hk for detailed service locations.
11. Acer will continuously update the terms and conditions of International Warranty services and its applicable location(s). Announcement of changes will be made via the Acer website at www.acer.com.hk
12. The legal privacy policy of the territory in which the International Warranty Service Location(s) in which you have your eligible Acer Mobile Computing Product serviced, will apply and be strictly respected by Acer.
13. In case of any disputes, the decision of Acer shall be final.

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