

# Limited Regional Traveler's Warranty

## For All Gateway Notebooks

Gateway Limited Regional Traveler's Warranty

This Gateway Limited Regional Traveler's Warranty ("RTW") confers upon the original purchaser of any Gateway Notebook and, if applicable, the current lawful successor in interest of the RTW if such Product has been sold or transferred to new users (hereinafter the original purchaser and the current lawful successor are called the "Customer" or "Customers") specific rights and remedies. As used in this document, "Gateway" refers to the Company in the Hong Kong Special Administrative Region or Macau Special Administrative Region where the Gateway Notebook was first sold to an end-user Customer by Gateway or its Authorised Resellers. Please refer to Section C of this RTW for the detail of the Gateway company responsible for the RTW coverage of the Gateway Notebook which you have purchased.

ALL REGIONAL TRAVELER'S WARRANTY SERVICE PROVIDED UNDER THIS RTW IS PERFORMED SOLELY AND EXCLUSIVELY UNDER THE TERMS AND CONDITIONS SET OUT IN SECTION B OF THIS WARRANTY BOOKLET.

## Where is the Gateway RTW valid?

The Gateway RTW is supplemental to the local warranty which covers your Gateway Notebook under the separate Limited Product Warranty ("Local Warranty") as set out in Section A and which applies only in the country where your Gateway Notebook was first originally purchased. The Gateway RTW applies only in countries outside the geographic area of coverage of your Local Warranty where Gateway RTW Service Centers are located but within only the countries in the Asia-Pacific Area which are listed in Section C of this Warranty Booklet. Gateway reserves its full rights at any time to add or delete countries and/or any Gateway RTW Service Centers.

## Who may claim for the RTW services?

During the Term (as defined below) of the Gateway RTW, only "bona fide travelers" who are in possession of a copy of the original sales invoice of the Gateway Notebook and who are not of the nationality of the country where the RTW service is to be performed (but where such persons are permanent residents of any country at the time of requiring the RTW warranty services they will be excluded from this prohibition) may bring claims under this Gateway RTW.

For purposes of this Gateway RTW, a "bona fide traveler" is a person temporarily and for a consecutive time period of up to twelve (12) months) present outside the territorial scope of the Local Warranty covering the respective Gateway Notebook. Gateway's RTW Service Centers may require reasonable proof of residency to verify the bona fide traveller status of any of Gateway's customers.

**Term of the RTW:** One year from the commencement date of the Local Warranty.

## How to obtain the RTW service?

If your Gateway Notebook qualifies for service under the Gateway RTW, you are entitled to "carry-in service" at Gateway's RTW Service Centers.

## Warranty Limitations.

- The Gateway RTW is limited to the Gateway Notebook and its AC adapter. It does not cover the replacement of the Gateway Notebook or its AC adapter. Service performed on accessory items is subject to charge and local availability.
- Any software that accompanies any Gateway Notebook is provided "as is". Gateway does not warrant that the operation of any or all of the software programs preloaded or added to the Gateway Notebook computers is uninterrupted or error free or that it will meet your requirements. The customer is responsible for providing the "Recovery and Software Back Up" disks to recover the hard disk if that is necessary. Gateway shall not be responsible for loss of data under any circumstances. Customers are encouraged to back up all data stored on the hard disk of their Gateway Notebook before bringing that Notebook in for repair.
- Localized components (i.e. Traditional Chinese language keyboards, modems designed for use in Hong Kong etc.), will be serviced with parts conforming to the technical standards of the country where the Gateway RTW Service Centers performing the service is located. For example, if your Gateway Notebook is equipped with a Traditional Chinese English-style keyboard, and you travel to Mainland China where your keyboard requires service, your Traditional Chinese English-style keyboard will be replaced with a Simplified Chinese-style keyboard.
- Any Gateway Notebook covered under this Gateway RTW is guaranteed to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture, provided any resulting claims are made within the Term of this Gateway RTW. If a defect of your Gateway Notebook is covered by Gateway's RTW, Gateway will repair or replace any defective parts and correct any problems resulting from poor workmanship free of charge. Gateway reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under the Gateway RTW.
- For the avoidance of doubt, this Gateway RTW does not entail a warranty of functionality or any obligation to repair or replace a defective Gateway Notebook if that defect is a result of ordinary wear and tear, physical breakage, improper installation or connections, external electrical faults, accidents, use under conditions other than normal working conditions, software-induced problems (e.g. virus attacks), abuse or modifications to the Gateway Notebook. Any service, repair or replacement not within the scope of Gateway's RTW coverage shall be subject to the rates and terms of Gateway's RTW Service Center performing such services.
- EXCEPT FOR THE WARRANTIES SET FORTH IN SECTION B OF THIS WARRANTY BOOKLET, GATEWAY DISCLAIMS ALL OTHER WARRANTIES,

EXPRESS OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

• IN NO EVENT SHALL GATEWAY BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE GATEWAY NOTEBOOK OR ANY GATEWAY SUPPLIED SOFTWARE WHICH ACCOMPANIES THE GATEWAY NOTEBOOK, EVEN IF GATEWAY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR OR REPLACEMENT, AS APPLICABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF THE GATEWAY LIMITED REGIONAL TRAVELER'S WARRANTY SET FORTH IN SECTION B HEREOF.

• Gateway hereby fully reserves their rights from time to time to add, delete and/or make any amendments to the provisions contained in Section B of this Warranty Booklet and to the Gateway RTW Service Centers listed in Section C of this Warranty Booklet which it deems necessary to comply with any changes in any applicable laws, enactment, regulation and/or statutory provision governing this RTW.

#### **GATEWAY Notebook Support**

1. You are welcome to contact the local Gateway Call Center for any information on how to obtain RTW services in the country where you will be. Please refer to the back cover of this Warranty Booklet for List of Gateway's Call Centers for contact information.

#### **Service Request**

For those Customers who qualify for the RTW service, Gateway's RTW Service Centers will provide you with the necessary services and supports for your Gateway Notebook.

2. Please have the following information ready when calling, faxing or visiting the local Gateway RTW Service Center:

- Your Name / address / contact phone number
- Serial Number / Product model
- Proof of purchase
- Description of upgrades, additions and/or changes made to the product
- Brief description of the symptoms

#### **Service Locations**

##### **Beijing - China**

Beijing Liwei Service Station  
Room A017, B2 Floor, Dinghao Building  
No. 3 Haidian Street  
Haidian District, Beijing, China  
Tel: +86-10-8269-8131/9680

##### **Shanghai - China**

Shanghai Zhiheng Service Station  
West Building 10 I, No. 668 East Beijing Rd.  
Shanghai, China  
Tel: +86-21-5308-7773  
Fax: +86-21-5308-1157

##### **Beijing - China**

Beijing Haotian Peoples University Service Station  
1709 Zhucheng Building,  
No 6. Zhongguancun South Street  
Haidian District, Beijing, China  
Tel: +86-10-5158-1510/1511

##### **Shenyang - China**

Shenyang Hua Yu Service Station  
Room 1204, No. 54 Sanhao Street  
Heping District, Shenyang City  
Liaoning Prov., China  
Tel: +86-24-6268-1966

##### **Beijing - China**

Beijing Haotian Lianheng Service Station  
Room 1607, Kuntai Building (West of Blue Island Tower)  
Chaoyang District, Beijing, China  
Tel: +86-10-8586-3929/25

##### **Shenzhen - China**

Shenzhen Zhuri Service Station  
6E Haogong Building, No. 5 Yannan Road  
Futian District, Shenzhen City, China  
Tel: +86-0755-8334-9764

##### **Changsha - China**

Changsha Hongjie Service Station  
Room 2505, Block B, Triumph International Building  
No. 21 Middle Station Road, ChangSha City  
Hunan Prov., China  
Tel: +86-0731-8283-9248/9249

##### **Shijiazhuang - China**

Shijiazhuang Hua Pu Service Station  
Room 2107, South Garden Tower C  
No. 48 Zhong Shan West Road  
Shijiazhuang City, Hebei Prov., China  
Tel: +86- 0311-8518-9887

**Chengdu – China**

Chengdu Changneng Service Station  
Room 1003, 10th Floor @ World  
Southern Second Section of First Ring Road  
Chengdu City, Sichuan Prov., China  
Tel: +86-28-8549-3381

**Dongguan – China**

Dongguan Jingxin Service Station  
Room 708, K Area, Global Plaza  
Dongcheng District, Dongguan City  
Guangdong Prov., China  
Tel: +86-0769-2231-7537

**Fuzhou – China**

Fuzhou Hongyi Service Station  
Office 13-A09 Dalijia Building  
51 Middle Road, Fuzhou Cit  
Fujian Prov., China  
Tel: +86-0591-8332-6448

**Guangzhou - China**

Guangzhou Jingxin Service Station  
Room 1103-1105, 11F  
Zhan Wang Digital Technology Building  
8th Shipai Road West, Tianhe District  
GuangZhou, China  
Tel: +86-20-8756-0561/62/63  
Fax: +86-20-8756-5995

**Hangzhou – China**

Hangzhou Changneng Service Station  
Wei Xing Building, 5th Floor  
No. 252 Wensan Road, Hangzhou City  
Zhejiang Prov., China  
Tel: 86-0571-5689-1080

**Jinan – China**

Jinan Hua Yu Service Station  
Room 1105, Yinzuo Digital Square  
No.178 Shanda Road, Jinan City  
Shandong Prov., China  
Tel: +86-0531-5555-6007

**Lanzhou – China**

Lanzhou Baisifu Service Station  
Room 1001, 10F Travel Building  
No. 2 Nongning Lane, Chengguan District  
Lanzhou City, Gansu Prov., China  
Tel: +86-0931-8729-182

**Nanchang – China**

Nanchang Huayu Service Station  
Room 2506, Block B, Tower 16  
HengMao International Chinese City  
No. 205 PLAZA South Road, Xihu District  
Nanchang City, Jiangxi Prov., China  
Tel: +86-0791-2062-821

**Suzhou – China**

Suzhou Changneng Service Station  
No. 402, Block B, Ruiji Building  
No. 879 Ganjiang East Road  
Suzhou City, Jiangsu Prov., China  
Tel: +86- 0512-6573-0116

**Tianjin – China**

Tianjin Hua Yu Service Station  
Room 1-1804, Tianjin Electronic Technology Center  
No. 186 BaiDi Road, Nankai District  
Tianjin, China  
Tel: +86-22-2738-0027

**Urumchi – China**

Urumchi Huayu Service Station  
Room 141, 14F Tianbaiming Shop  
No.261, Jiefang North Road  
Urumchi City, Xinjiang Uygur, China  
Tel: +86-0991-6121-950

**Wuhan – China**

Wuhan Huayu Service Station  
Room 2611, Block A, Asia Trade Plaza  
No. 628, Wuluo Road, Wuhan City  
Hubei Prov., China  
Tel: +86-27-8266-8809

**Xiamen – China**

Xiamen Baiyuan Service Station  
No. 30 Hubin South Road, Xiamen City  
Fujian Prov., China  
Tel: +86-0592-2223-688

**Xian – China**

Xian Huayu Service Station  
Office 32, A, Xi'an Bainaohui 13th Floor  
Computer City, 68 Middle Yanta Road  
Xian City, Shanxi Prov., China  
Tel: +86-29-8212-2010

**Zhengzhou – China**

Zhengzhou Changneng Service Station  
Room 1202, E Times Square  
No. 85, Wenhua Road, Zhengzhou City  
Henan Prov., China  
Tel: +86- 0371-6366-1639

**Zuhai – China**

Zuhai Zhuri Service Station  
1st Floor, No. 51, Huwan Road  
Xiangzhou District, Zuhai City  
Guangdong Prov., China  
Tel: +86-0756-6218-995

**Nanjing – China**

Nanjing Changneng Service Station  
No. 4038 Hongfei Building  
No. 29, Dashiqiao Road, Xuanwu District  
Nanjing City, Jiangsu Prov., China  
Tel: +86-25-8319-7215

**Hong Kong**

Acer Customer Service Center  
1801, 18/F, Prosperity Place  
6 Shing Yip Street, Kwun Tong  
Kowloon, Hong Kong  
Tel: +852-2520-2000  
Fax: +852-2866-2685

## Mainland China :

- Web site : [www.cn.gateway.com](http://www.cn.gateway.com)
- Hotline : 400-700-9888
- Office hour : Mon – Sun 9:00-18:00

## Hong Kong :

- Web site : [www.hk.gateway.com](http://www.hk.gateway.com)
- Hotline : +852-2117-9170
- Office hour : Mon – Fri 9:00-12:00 13:00-17:30 ; Sat 9:00-13:00; Closed on Sun and Public Holidays