

PRODUCT WARRANTY

➤ Consumers of Gigabyte/AORUS desktop products receive warranty protection for

the desktop product from the date of purchase. This warranty applies for the period defined on the product webpage or the label sticker of the

product. For example: 3-Years(36m) means 36 months from the

warranty started date. Our warranty applies to brand new Products sold by authorized resellers, retailers, and distributors (“Suppliers”), and may not apply to items purchased “Used”, “Open-Box” or “Refurbished” unless expressly stated by GIGABYTE / AORUS.

➤ The warranty provided by GIGABYTE/AORUS is valid

from the date of purchase. Consumers are required to provide a valid

receipt or invoice with the date of purchase and dealer being

recognizable. If the Consumer cannot provide a valid proof of

purchase, GIGABYTE/AORUS reserves the right to review and

determine the period of warranty service or deny warranty service.

➤ To benefit from comprehensive warranty service, Consumers must first complete

product registration for global warranty service. Some services

may not be available if the Consumer has not completed the product registration process.

➤ Personal data collected during product registration will be

used by GIGABYTE and the authorized service centers for product


service in accordance with our [Privacy Policy](#).

WARRANTY SERVICE

➤ When consumers encounter product quality issues during the period of warranty, GIGABYTE/AORUS will provide free services per the terms of the applicable warranty. Replacement parts provided via warranty service will be of the same specifications and quality as the original parts, and will be provided with warranty criteria consistent with the original products. Parts that have been replaced during

service become property of Gigabyte/AORUS.

➤ To ensure the efficiency of warranty service. Gigabyte will provide repair services to Consumers utilizing components supplied by the local authorized service center when Consumers request the service of global warranty in a different region.

➤ This warranty does not cover failure/damage caused by improper installation, operation, cleaning or maintenance, accident, , misuse, abuse, non-GIGABYTE/AORUS modifications to the product, any third-party software programs, normal wear and tear or any other event, act, default or omission outside GIGABYTE/AORUS' control. For further details, please see the Warranty Exclusions section of these warranty terms.

When using the product

➤ Read the user manual first and use the Product only according to the user manual.

➤ Periodically back up your data stored on the Product.

➤ Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides better protection for the Product

during transportation.

➤ Please refer to the manual and the GIGABYTE/AORUS support website for troubleshooting solutions before contacting customer service.

When contacting the GIGABYTE/AORUS technical support:

➤ Before contacting GIGABYTE/AORUS technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase

➤ You will be requested by GIGABYTE/AORUS to perform some of the Product's troubleshooting tasks or actions, which may include the following:

✓ Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.

✓ Installing updates, patches or service packs.

✓ Running diagnostic tools and programs on the Product.

✓ Allowing the GIGABYTE/AORUS technical support agent to access the Product with remote diagnostic tools (when available).

✓ Performing other reasonable activities requested by GIGABYTE/AORUS, which will assist in identifying or resolving the problems.

✓ If the problem is not solved remotely, you will have to return the Product to a GIGABYTE/AORUS Repair Center (this process is called "RMA"). GIGABYTE/AORUS will issue an RMA number for Your

Product. Please record Your RMA Number for tracking purposes.

✓ Describe the problem clearly and completely on the RMA request form.

✓ Enclose a copy of Your

sales invoice/receipt detailing the purchase of Your Product. (Please

note: GIGABYTE/AORUS reserves the right to request the original

documents.) If you do not provide the requested documents for

warranty validation then the manufacture date of the Product as

recorded by GIGABYTE/AORUS will be deemed to be the start of

Warranty Period.

✓ Ensure that you have fully backed up all the data stored on Your

Product and removed any personal, confidential, or proprietary

information before any service process is started. You agree that

GIGABYTE/AORUS may delete any data, software, or programs

installed on the Product without restoring them. GIGABYTE/AORUS

shall not be held liable for the permanent loss, damage, or misuse of your data.

✓ Pack the Product in safe and stable packaging. The original packaging

may be useful for this purpose. In any case, the packaging should

meet the following requirements:

◆ Use a rigid box with flaps intact

◆ Remove any labels, hazardous materials indicators, and other

previous shipment markings on the box that are no longer

applicable

- ◆ Wrap all items separately
- ◆ Use adequate cushioning material
- ◆ Use strong tape designed for shipping
- ◆ Do not use string or paper over-wrap
- ◆ Use a single address label that has clear, complete delivery and return information
- ◆ Place a duplicate address label inside the package
- ◆ Please do not send in anything but the Product itself unless specifically requested by GIGABYTE/AORUS.
- ◆ Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. GIGABYTE/AORUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by GIGABYTE/AORUS.
- ✓ Remove or provide any password that You assigned to the Product. If access to the Product is blocked by passwords, then GIGABYTE/AORUS may not detect and repair all failures of the Product.
- GIGABYTE provides an online query system for service status. Please prepare the RMA number with the information requested in the process to check the status of repair service. You can visit the query system easily by scanning the QR code as follows:

RMA Methods

If RMA is necessary, below are the types of warranty support service that May be applicable to the product of service you have purchased. These services may not be available in all countries or regions, and may have fees or restrictions accordingly within different countries. For more details, please contact the GIGABYTE/AORUS call center indicated on GIGABYTE/AORUS support site at <https://www.gigabyte.com/Support>

➤ Carry-In

It will be required that the defective product be brought to a GIGABYTE/AORUS repair center for repair. You need to pay for any transportation, taxes, or duties associated with transporting the product to and from the GIGABYTE/AORUS repair center location. In addition, you are responsible for insuring any product shipped or returned to a GIGABYTE/AORUS repair center and assume the risk of loss during transportation.

➤ Mail-In

It will be required that the defective product be delivered to a GIGABYTE/AORUS repair center for repair. You need to prepay any shipping charges, taxes, or duties associated with transporting the product to and from the GIGABYTE/AORUS repair center location. In addition, you are responsible for insuring any product shipped or returned to a GIGABYTE/AORUS repair center and assume the risk of loss during transportation. GIGABYTE/AORUS repair center will ship the repaired product to you without cost.

➤ Pick up & return

GIGABYTE/AORUS repair center will pick up the defective product from your location, repair it, then return it to you. GIGABYTE/AORUS will charge logistics and insurance fees for the service.

Warranty Exclusions

1. The product warranty does not cover bundle accessories like software installation disc/user manual/related packaging consumables, nor promotional gift items like peripheral devices/carrying bags/backpacks.

2.

If there is any abnormality that cannot be attributed to Gigabyte/AORUS during the warranty period, it will not be covered by the warranty, and the Consumer will be responsible for the cost of service. Examples include:

- o Natural disasters, accidents or the customer induced damage.
- o Damage from use of components not listed in the approved parts list (QVL) of GIGABYTE desktop products.
- o Damage from operations for testing or evaluation.

3.

Gigabyte/AORUS reserves the right to determine the reason for failure/damage when the Consumer does not use the product according to the product usage guidelines.

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4. Warranties for extended service or upgrades as provided by Resellers shall be the sole obligation of Resellers themselves. Gigabyte/AORUS has no obligation to provide service under such 3rd party warranties. 5. The global warranty will be voided if the warranty/serial-number sticker attached to the product is lost or unable to be recognized.

6. GIGABYTE/AORUS Global Warranty provides the corresponding warranty service according to the local authorized items of each country. When the Consumer proposes the request of cross-regional warranty service outside region of purchase, the service will be provided according to the service availability of the warranty service location.

7. The personal data in the desktop may be lost due to the repairing system restoring process.

Consumers are advised to complete the backup of personal data before the product is sent for repair. Gigabyte/AORUS will not be responsible for personal data safety and rescue.

8. Shipping and taxes: Shipping and taxes for global warranty will be borne by the Consumer

9. It is recommended that Consumers choose packaging material with high-level protection or use the original packaging to send the product to ensure the safety of the product during the delivery. Gigabyte/AORUS will not be responsible for the loss/damage during transportation.

10. For the technical support, please contact the local customer service center or eSupport according to the instructions.

11. Gigabyte/AORUS Global repair Center will complete the repair service for you as soon as possible after receiving your product, but the repair time will be affected if the repair components are not available locally.

12. The global repair service is only available for the complete system but not the individual modules only such as hard drives, SSDs, or memory.

13. After the product has been used beyond the warranty period provided by GIGABYTE/AORUS, a corresponding service fee will be charged for labour and

the repair/replace components.