

PRODUCT WARRANTY

- Consumers of Gigabyte/AORUS desktop products are protected for the desktop 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. If you choose the desktops that marked as the "USED" or "Open-Box" or "Refurbished," GIGABYTE will provide the limited warranty service according to the related policies.
- The warranty service provided by GIGABYTE/AORUS desktop 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 authorize the period of warranty service.
- To have the complete warranty service, Consumers must complete the product registration of global warranty service. Some of the services may not be available if the consumers have not completed the product registration process.
- The personal data collected during the product registration will be used by GIGABYTE and the authorized service centers for product service. Consumers can refer to the service contract of the product registration process for the authorized policies and the purpose of usage.

WARRANTY SERVICE

- When consumers have concerns of product quality during the period of product warranty, GIGABYTE/AORUS will provide free services by the warranty content. The warranty content includes applying the replacement parts of the same specifications or provision of additional services by GIGABYTE/AORUS. The components provided by the repair service are still consistent with the same warranty criteria as the original products. Parts that have been replaced during service are property of Gigabyte/AORUS.
- To ensure the efficiency of warranty service. Gigabyte will provide repair services to Consumers based on the components supplied by

the local authorized service center when Consumers request the service of global warranty in a different region.

- This warranty was not including failure caused by improper installation, operation, cleaning or maintenance, accident, damage, 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 Exclusion of Warranty section of this 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 a better protection for the Product during transportation.
- Please check the manual and the GIGABYTE/AORUS support website for troubleshooting solutions, before contacting the 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 an 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 this completed warranty card and 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 has provided an online query system of 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 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 by different countries. For more details, please contact 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
I 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 any logistic 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 incur logistics and insurance fee for the service.

Exclusion of Warranty

1. The product warranty does not cover the bundle accessories like software installation disc/user manual/related packaging consumables, and also the promotional gift items like peripheral devices/carrying bags/backpacks provided by GIGABYTE/AORUS.
2. If there is any abnormality that cannot be attributed to Gigabyte/AORUS during the warranty period, it is not covered by the warranty. The Customer is responsible for the cost of service. Such as described below.
 - Natural disasters, accidents or the customer induced damage.
 - Unauthorized repairs and modifications.
 - Unauthorized dismantling or vandalism.
 - Use components not listed in the approved parts list (QVL) of GIGABYTE laptop products.
 - Operations for testing or evaluation.
3. Gigabyte/AORUS reserves the right to determine the responsibility for failure according to the phenomena of issues where the Consumer does not use the product according to the product-related usage.
4. The warranty for extended service or upgrade provided by the Resellers themselves shall be responsible by the Reseller as they promised. The Consumer shall not require service responsibility toward Gigabyte/AORUS.
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 notebook may be lost due to repairing purpose or the system restoring process. Consumers need to complete the backup of personal data before the product is sent for repair. During the repair process, Gigabyte/AORUS will not be responsible for personal data safety and rescue.
8. Shipping and taxes: Shipping and taxes for global warranty will be responsibility of the User.
9. It is recommended that Users choose the packaging material with complete 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. The global repair center provides repairing services according to the authorized items. For the technical support requirement of product usage, 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 over the warranty period provided by GIGABYTE/AORUS, the corresponding service fee will be charged according to the repair/replace components and service items.