

IN SEARCH OF INCREDIBLE



MOTHERBOARD WARRANTY CARD
FOR SELECTED EUROPEAN COUNTRIES

ASUS

Dearest Customer,

Thank you for purchasing an ASUS product!

1. Register online now and enjoy total warranty services as an ASUS VIP member!
2. Receive these VIP services and privileges automatically:
 - The latest ASUS product news, promotional activities, and other benefits
 - Software/firmware upgrade notices
 - To be eligible for Pick-Up and Return (PUR) Service in selected European countries, sign up for an ASUS VIP membership and upload your purchase invoice within 1 month from purchase date at <http://www.asus.com/support/>.

NOTE: For more inquiries and details regarding guarantee and warranty matters, please visit the official ASUS VIP website at <http://vip.asus.com>

Global Site: <http://www.asus.com>

VIP Registration: <http://vip.asus.com>

PUR Service: <https://eu-rma.asus.com/MB>

ASUS Warranty Information Form

IMPORTANT: Please **keep this card** for future reference. ASUS reserves the right to request this document before accepting repair requests.

Mr/Mrs/Miss: _____

Telephone Number: _____

Address: _____

E-mail Address: _____

Purchase Date (DD/MM/YY): _____

Dealer's Name: _____

Dealer's Telephone Number: _____

Dealer's Address: _____

Serial Number *:

This ASUS manufacturer warranty (the “Warranty”) is granted by ASUSTeK Computer Inc. Taiwan (“ASUS”) to “You”, the purchaser of the newly manufactured motherboard this warranty card is being delivered with (the “Product”), subject to the following terms and conditions. Services under this Warranty will be rendered by ASUS accredited Service Agents and Repair Centers.

Warranty period of the Product

This warranty could be from 36 months up to 60 months (depending on motherboard model) from the date the Product was first purchased by an end-customer (“Date Of Purchase”). If proof of purchase cannot be provided, the manufacture date of the Product will be considered as date of purchase. For details on the Product’s warranty period, visit the Product’s **Support > Warranty** page on the ASUS website at <http://www.asus.com>.

Statutory Guarantees

This warranty is given independently of any statutory warranty that may apply in the country of purchase and does not affect or limit such statutory warranty in any manner whatsoever.

1. General

ASUS warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product. If the Product fails during normal and proper use within the Warranty Period, ASUS will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the date of purchase. Please keep the original purchase invoice and this warranty card for future service request. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non- ASUS modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside ASUS’ control.

All components repaired or replaced by an ASUS accredited Repair Center will be under warranty for the remaining period of Warranty, or for no less than 3 months.

2. Customer responsibility

When using the Product

- Read the user manual first and use the Product only according to the user manual.
- 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 ASUS support website for predefined solutions, before contacting the customer service.
- If the Product is designed with TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place (Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard.

When contacting ASUS Customer Service

- Before contacting ASUS 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 can go to <http://support.asus.com> for advice or visit <https://eu-rma.asus.com/MB> to proceed RMA and get information about Pick-up & Return (PUR) service participating models and countries.
- Please try to eliminate software related issue. If possible update motherboard BIOS or reinstall OS of the device motherboard is installed in. Updating the BIOS is potentially risky. Hence, ASUS strongly recommends that you carefully read the BIOS chapter in the Product’s user manual before updating the BIOS. ASUS provides BIOS update service, and you may be charged for this service.

- Disconnect all devices and peripherals that may be defective.
- If the problem is not solved, you will have to return the Product to an ASUS Repair Center (this process is called "RMA"). ASUS will issue a RMA number for Your Product. Please record Your RMA Number for service case 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: ASUS 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 ASUS will be deemed to be the date of purchase.
- Pack the Product in a 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 ASUS. Please remove any accessories from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories unless they are caused by willful or gross negligent acts by ASUS.
- If the Product is not packaged properly, ASUS will not be held liable for any damage that occurred during transit.
- If the Product is designed with TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.

3. RMA methods

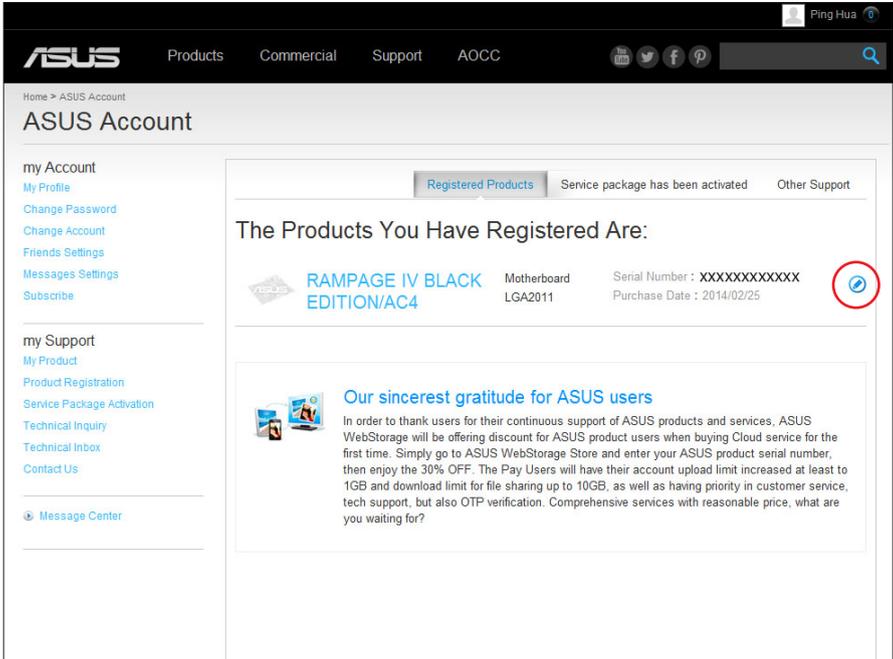
If RMA is necessary, you have to deliver your product to the ASUS Repair Center. ASUS may in its sole discretion simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a pick-up and delivery service.

4. Apply Pick-Up and Return (PUR) Service

You have to become an ASUS VIP member and register your TUF or ROG motherboard within one (1) month from purchase date to be eligible for PUR service.

How to register your product:

1. Sign up for an ASUS membership at <http://www.asus.com/support>.
2. After you have signed up, register your TUF or ROG motherboard at https://account.asus.com/product_reg.aspx?lang=en-us.
3. After registering your product successfully, click  .



The screenshot shows the ASUS Account page. The navigation bar includes the ASUS logo, Products, Commercial, Support, and AOCC. The user is logged in as Ping Hua. The main content area is titled "ASUS Account" and has a breadcrumb "Home > ASUS Account".

On the left sidebar, there are sections for "my Account" (My Profile, Change Password, Change Account, Friends Settings, Messages Settings, Subscribe) and "my Support" (My Product, Product Registration, Service Package Activation, Technical Inquiry, Technical Inbox, Contact Us, Message Center).

The main content area has tabs for "Registered Products", "Service package has been activated", and "Other Support". The "Registered Products" tab is active, showing the heading "The Products You Have Registered Are:". Below this, a product is listed: "RAMPAGE IV BLACK EDITION/AC4" Motherboard LGA2011. The Serial Number is "XXXXXXXXXXXX" and the Purchase Date is "2014/02/25". A red circle highlights a refresh icon in the top right corner of the product list.

Below the product list, there is a section titled "Our sincerest gratitude for ASUS users" with an icon of a person and a laptop. The text reads: "In order to thank users for their continuous support of ASUS products and services, ASUS WebStorage will be offering discount for ASUS product users when buying Cloud service for the first time. Simply go to ASUS WebStorage Store and enter your ASUS product serial number, then enjoy the 30% OFF. The Pay Users will have their account upload limit increased at least to 1GB and download limit for file sharing up to 10GB, as well as having priority in customer service, tech support, but also OTP verification. Comprehensive services with reasonable price, what are you waiting for?"

4. Fill in the necessary purchase details then click **Upload picture**.

Home > ASUS Account

ASUS Account

my Account

- My Profile
- Change Password
- Change Account
- Friends Settings
- Messages Settings
- Subscribe

my Support

- My Product
- Product Registration
- Service Package Activation
- Technical Inquiry
- Technical Inbox
- Contact Us
- Message Center

Motherboard LGA2011

Product Series : LGA2011
 Product Name : RAMPAGE IV BLACK EDITION/AC4
 Series Number : XXXXXXXXXXXX

Personal

* For your own rights and benefits, please update the correct information of your product within 5 days from the date you registered.

[+ Activate Service Package](#)

Purchase Date 2014/02/25	Reseller Address
Reseller Name ASUS Dealer	Reseller Phone Number

[DELETE THIS PRODUCT](#)
Upload picture

5. Locate your scanned purchase invoice, then click **Upload**.

Upload picture.

Choose file. (jpg file, less than 3MB)

0%

6. If you need servicing, visit <https://eu-rma.asus.com/MB> to claim Pick-Up and Return (PUR) Service.

NOTE: This website: <https://eu-rma.asus.com/MB> only provides B2C (business to customer) service and does not have technical support hotline service.

5. Exclusions from this limited Warranty Service

ASUS does not warrant uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the warranty period and in normal use conditions. It does not apply to software issues or customer induced damages or circumstances such as but not limited to:

- (a) The Product has been tampered, repaired and/or modified by non-authorized personnel.
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed.
- (c) Obsolescence.
- (d) Damage (accidental or other) to the Product that is cosmetic, meaning damage that does not impact the operation and functioning of the Product, such as without limitation to rust, change in color, texture or finish, wear and tear, gradual deterioration.
- (e) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions.
- (f) Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device.
- (g) Damage to the Product caused by an external electrical fault or any accident.
- (h) Damage to the Product resulting from use outside of the operation or storage parameters or environment detailed in the User's Manual.
- (i) Damage to the Product caused by third party software or virus(es), or there is software loss or data loss that may occur during repair or replacement.
- (j) In-usability due to forgotten or lost security passwords.
- (k) In-usability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin or radiation.
- (l) Fraud, theft, unexplained disappearance or willful act.
- (m) In-usability or damage to the Product caused by installing and using the Unlock Device App, which is a utility that will unlock your Product's boot loader but will render the Product's warranty null and void.

Except as provided in this warranty and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; costs of replacement components during the repair period; loss of damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by ASUS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to You.

6. Privacy

You agree and understand that it is necessary for ASUS to collect, transfer, and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintains offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy at http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/.

7. Out-of-Warranty cases

Returning the Product to the ASUS Repair Center during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, ASUS reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed or if any of the exclusions in clause 5 apply, Your request will be deemed out of warranty ("OOW").

If Your service request is OOW a Service Charge List with an offer for repair will be provided to You, which you may accept or reject. If You accept the repair we will invoice You for the repair labor, spare parts and other costs stated in the Service Charge List. You must pay the invoice within 4 weeks of the date of issue of the invoice. The repair will only be completed after the invoice is settled.

To the extent permitted by the applicable law ASUS may charge You a diagnostic fee (including transportation costs if any) of up to US\$ 100 (or the equivalent in local currency) if Your service request is OOW and you refuse the repair offer; or if Your Product does not require service.

8. Abandoned Property

After Your Product has been repaired, or if You do not agree to the repair offer, ASUS will offer Your Product for return via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, ASUS will store Your Product for a period of 60 days. After this period, ASUS will send You a notice at the address You provided when requesting the service. If You continue to fail to pick up the Product, ASUS reserves the right to claim damages from you, including the cost of storage; to dispose the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

9. International Warranty and Support

ASUS provides warranty service for ASUS Motherboards purchased in the European Union, Norway and Switzerland.

ASUS contact details

This warranty is provided by:

ASUSTeK Computer Inc.

No. 15 Li-Te Road, Peitou

Taipei 112, Taiwan

Phone: +886-2-2894-3447

