

## **New Product Warranty Term**

Products	USA
[ASUS Products]	Limited Hardware Warranty* which begins on date of purchase

## **General Support Outreach**

User Type	Support Level	USA
EDU/B2B Support Outreach		1-888-606-2787
	B2B Toll-Free Line	Monday – Friday (excluding major
	Dedicated Support for daily operations	holidays)
		5:00AM – 6:00PM PST
	Dedicated EDU RMA Support	EDU_Help@asus.com
	General Support (Driver Downloads)	http://www.commercialsupport.asus.com/

## **Overview of RMA Process**

## **IN-WARRANTY (ASUS Depot Service):**

Contact B2B Support to determine warranty entitlement/ADP



Send request to ASUS Depot to send in unit(s) for repair.

(Charges may apply if it's out of warranty or damages not included under warranty)\*



ASUS Depot receives, repairs, and returns repaired unit(s).

<sup>\*</sup> The manufacturer limited hardware warranty provides coverage for manufacturing, hardware, and / or power related issue(s) that may occur within the period of entitlement outlined above. For complete warranty terms and exclusions please refer to the original product warranty card or visit <a href="http://www.commercialsupport.asus.com/">http://www.commercialsupport.asus.com/</a> on the web. Product Model(s) subject to change.