



Service Package Name	3 year/years HDD Retention
Service Package P/N	ACX14-017300NX
Standard Warranty	3 year/years
Battery Warranty	Please refer to the Warranty Card supplied with your Product
Applicable Product	Commercial Notebook
Service Description	(See Section 5. Service Features and Specifications)
Response Time	Please refer to local regulation.
Purchase Country	Greece
Service Area(s)	
ASUS Support Contact	Website: http://support.asus.com/
Service Hours	

Thank You for purchasing this ASUS Service Package. **Please activate the Service Package online within SIX (6) months from the purchase date of Your ASUS Product. This Service Package must be activated before You can obtain support under this Service Package; this Service Package will expire if not registered within the specified period.**

Please read the following terms and conditions below before activating this Service Package. Once You or ASUS, upon Your request, activate(s) the Service Package, there shall be no refund, credit or exchange for the Service Package.

Contract Code :

Password :

For corporate users ASUS will process registration and activation based on Your Product Serial Number list provided to ASUS.

1. Activation

- **Step1: Become an ASUS Member**

Go to the ASUS Member website at <http://account.asus.com> and sign up to become an ASUS member. If You are already an ASUS member, proceed to Step 2.

- **Step 2: Register Your Product**

Login to the ASUS Member website at <http://account.asus.com> and click on "Product Registration" from the left side menu. Please fill in the form with relevant details of Your Product. If You have registered, proceed to Step 3.

- **Step 3: Activate Service Package**

Click on "Service Package Activation" at the left side menu and follow these instructions:

- a. Select the registered Product which should be covered by this Service Package.
- b. Enter the **Contract Code** and **Password**.
- c. Click **Submit** to finish the process.

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 maintain 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/.

2. How to get support

For technical hardware issues (excluding abnormal conditions, referred in later content) that cannot be resolved during ASUS hotline and/or remote troubleshooting, please visit <http://support.asus.com/> and follow the online instructions or contact Your local ASUS service center via hotline to make a claim under this Service Package. When making a claim please ensure You have Your Product, Service Package document, ASUS Member information and proof of purchase with You so ASUS can process Your claim more efficiently.

3. General information

- A. The terms and conditions of ASUS standard warranty shall apply to the extent that this document does not provide different terms. Please refer to the Warranty Card distributed together with Your Product for the ASUS standard warranty terms.
- B. This service can only be purchased in the country where You originally bought Your brand-new ASUS Product from an authorized ASUS dealer (i.e. retailer or reseller) and it is ONLY valid in the country of purchase. Unless otherwise stated in section 5, this Service Package does not include international support.
- C. This Service Package is designed for ASUS Products as designated in the Service Package Information table at the top of the first page of this document.
- D. The coverage of each service package varies; please check the Service Package Information table and the Service Features and Specifications table for further information.
- E. The applicable period of this Service Package will be calculated from the Product's purchase date. Without prejudice to Your rights under the Warranty Card, the same type of service can be applied for one (1) Product one (1) time within the applicable period of such service. Notwithstanding the foregoing, if any conflicts arise between the provisions of the Service Features and Specifications table and the standard warranty card, the provisions of the Service Features and Specifications table shall prevail.
- F. You are required to keep both (i) the proof of purchase of the Product and (ii) the proof of purchase of the Service Package for reference if future service requests are required.
- G. The Service Package covers and offers service only to technical hardware issues during the applicable period and under normal use conditions. It does not apply to any software issue or customer induced damages, etc. as indicated in the "Exclusion from this limited Warranty Service" section of the Warranty Card.
- H. This Service Package only applies to ASUS Products' original hardware built into the Product excluding any parts not factory installed by ASUS or parts replaced by ASUS Service Center, any external devices, accessories and bundled consumables, including but not limited to carry bags, support discs, cables and wires or mouse.
- I. The battery of the Product is regarded as a consumable part. Due to the battery's life cycle, there may be limited warranty coverage on this part. Battery warranty period remains subject to the standard warranty you received with the Product. Batteries outside of the warranty period will not be covered by this service package and will be subject to out of warranty service charge.
- J. All components or products repaired or replaced by ASUS or ASUS authorized technician will be under warranty for the remaining term of the period of standard warranty but for no less than three (3) months after the service rendered to You in accordance with this Service Package.
- K. Any products, parts or components which are subject to a product recall shall be repaired or replaced under the terms of such product recall and are excluded from the coverage of this Service Package.
- L. This Service coverage will expire either (i) at the end of the coverage period, (ii) if the Product subject to this Service is refunded, or (iii) at the end of the repaired/replaced Product warranty period as set forth in Section 3J of this document
- M. Except as provided in this Service Package, and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of this Service Package 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; 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 Service Package the above limitations do not apply to You

4. Customer responsibilities

- A. **Please ensure that You have fully backed up all the software and data stored on Your Product and removed any personal, confidential or proprietary information before any service process is started.** You agree that ASUS may delete any data, software or programs installed on the Product without restoring them. It shall be Your own responsibility to prevent any permanent loss, damage or misuse of Your software/data arising out of not creating a backup copy and deleting the software/data from the unit.

ASUS Service Package (electronic registration needed)

- B. Please also remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS 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 ASUS.

- C. You will be required at the request of ASUS to support with troubleshooting of Your Product, which may include for example below types of actions:
 - i. Restoring the Product’s operating system, factory-installed drivers, and applications to the factory default settings.
 - ii. Installing updates, patches or service packs
 - iii. Running diagnostic tools and programs on Your Product
 - iv. Allowing ASUS technical support agent to access Your Product with remote diagnostic tools (when available)
 - v. Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problem

5. Service Features and Specifications

Please check the details below regarding the features and specifications for your Service Package.

Features	Specifications
HDD Retention	<ul style="list-style-type: none">• This Service covers the original built-in hard disk drive (“HDD”) supplied with Your ASUS product and any replacement HDD installed by ASUS authorized technician in accordance with the terms of this service.• This service allows You to retain the defective HDD and receive a replacement HDD installed by ASUS authorized technician (at Your location) after the failure of the HDD has been confirmed by the ASUS authorized technician. <p>The retained HDD will not be subject to any ongoing support.</p> <p>Customer responsibilities:</p> <ul style="list-style-type: none">• You are required to mention at the time of requesting on-site service, whether You would like to make use of this HDD Retention service.• It is Your responsibility to keep “physical control” of the defective HDD and ensure that personal, confidential or proprietary data on the defective HDD is destroyed or remains secure.• It is Your responsibility to dispose of the defective HDD according to the locally applicable laws and regulations.• You or an authorized representative of You is required to sign the HDD Retention document provided by ASUS to acknowledge the retention of the HDD.

6. Memo