GIGABYTE / ADRUS WARRANTY TERMS AND CONDITIONS

With your purchase and registration of GIGABYTE / AORUS products (limited to products listed on our official websites: https://www.aorus.com (https://www.aorus.com) / https://www.gigabyte.com/ (https://www.gigabyte.com/); regional differences may apply), GIGA-BYTE Technology Co., Ltd. ("GIGABYTE") warrants the GIGABYTE / AORUS products (the "Product") to be free from defects in work-manship and materials for the applicable warranty period from the date of purchase (see product-specific warranty period information in the chart below), subject to the Terms and Conditions herein.

If the Product fails during normal and proper use within the warranty period, GIGABYTE will, at its discretion, repair or replace the Product. The defective parts within the Product, or the Product itself, will be replaced with functional equivalents using new or refurbished parts or units. Repair or replacement is subject to the original configuration. Localized components (e.g., Korean keyboard, etc.) serviced outside the country of localization, will be serviced with components conforming to the country of service. For example, if your unit was purchased with a US keyboard, and you travel to China where your keyboard requires service, your US keyboard will be replaced with a Chinese keyboard. Repaired or replaced items are warranted for the length of the balance of the original product warranty period or ninety (90) calendar days from the date of service completion, whichever is longer.

If a Product is near the end of a given warranty period and a repair/replacement is not possible GIGABYTE reserves the right to offer an alternative of equal or greater value or a partial refund proportional to the remaining warranty life of the Product.

Please note that the warranty term and warranty periods will vary by specific Product and may differ from one region to another; please inquire with the shops where originally purchased or our local offices. If you would like to verify the warranty term for the Product bought, please kindly contact our local offices. Our service contact information can be found on the web at https://www.gigabyte.com/Support/Warranty (https://www.gigabyte.com/Support/Warranty)

Product	Warranty period	Key Warranty Conditions
Motherboards		Regional differences may apply. Please contact the location where the original order was placed. The Warranty Period may differ regionally. While specific models are eligible for extended warranty upon online registration, no more than 2 motherboards of the same model can be registered for extended warranty under the same account within 1 year from the date of purchase.

Pro	oduct	Warranty period	Key Warranty Conditions
Graphio	cs Cards	3 years of limited local warranty.	Regional differences may apply. Please contact the location where the original order was placed. The Warranty Period may differ regionally. The 3-Year limited local warranty does not apply to the Mining Series graphics cards. While specific models are eligible for extended warranty upon online registration, no more than 2 cards of the same model can be registered for extended warranty under the same account within 1 year from the date of purchase. GIGABYTE graphics cards, except those labeled "Mining Series", are intended only for use with desktop PCs. Other types of use, such as blockchain computing or cryptocurrency mining, will render the product warranty void.
Laptops/ Notebooks	Notebook Unit warranty	Please confirm the detail and scope of the warranty service with the dealer you purchased the laptop from. Find more warranty information. (https://www.gigabyte.com/WebPage/379/)	Find more warranty information. (https://www.gigabyte.com/WebPage/379/)
	Battery	The battery is covered 1-year warranty from the date of purchase.	The software, carry bag and other accessories that may be bundled are not covered by this warranty. Notice: If you have charged or discharged the battery so many times, the battery may lose its' maximum capacity, leading to shorter battery life. This is a normal phenomenon not covered by a 1-year warranty.
Peripherals	Keyboards	2 years Limited Local Warranty.	Please return all components for warranty service.
	Mice	2 years Limited Local Warranty.	Please return all components for warranty service.
	Headsets	2 years Limited Local Warranty.	Please return all components for warranty service.
	Mouse Pads	DOA request of the Product(s) needs to be within 7 days of purchase.	
	Gaming Chairs	Steel frame: 3 years Accessories: 1 year	
PC Components	Memory	GIGABYTE / AORUS RGB Memory is covered by a limited lifetime warranty. GIGABYTE AORUS RGB Infused Demo Module (GC-RGB Module) is DOA replacement only. DOA request of the Product(s) needs to be within 7 days of purchase.	GIGABYTE supports a lifetime warranty** service for memory modules. The lifetime of the product means the product is officially manufactured and supplied on the market until the termination of production, maintenance, troubleshooting, or other support. **For more details, please refer to the information down below.
	PSU	10 years: GP-AP850GM, GP-AP750GM, GP-P1000GM, GP-AP1200PM 5 years: GP-XP1200M, GP-G750H, GP-B700H, GP-P850GM, GP-P750GM 3 years: GP-P650B, GP-PB500, GP-PW400, GP-P550B, GP-P450B	3 or 5 or 10 years depending on the products

Product	Warranty period	Key Warranty Conditions
PC Chassis	2 years: AC300 series, C200G, GB-AC700G 1 year: XC700W	
CPU Cooler	ATC700: 2 years	PCB, LED, Fans only
	ATC800: 3 years	Fan with 3 years warranty . PCB, electronic parts and LED can be replaced.
	Liquid cooler series: 3 years	Fan/LCD/ pump with 3 years warranty.
SSD	5 years: GIGABYTE: GIGABYTE NVMe SSD series, GIGABYTE UD PRO series (GP-UDPRO256G/512G/1TB), VISION DRIVE 1TB & Upgrade Kit, VISION DRIVE 1TB, GIGABYTE M30 SSD series AORUS: AORUS RAID SSD, AORUS Gen4 AIC SSD series, AORUS RGB AIC NVMe SSD series, AORUS Gen4 SSD series, AORUS NVMe Gen4 SSD series, AORUS Gen4 7000s SSD series, AORUS Gen4 7000s Prem. SSD series 3 years: GIGABYTE: GIGABYTE M.2 PCIe SSD series, Gigabyte UD Pro series 512GBGIGABYTE SSD series (GP- GSTFS30512G/256GTTD), GIGABYTE SSD series	For SSD products, the warranty period expires at the end of the earlier of (a) the stated time period for the product or (b) the point at which customer's use of the product exceeds the product's total Terabytes Written (TBW) as identified in the specifications for that product.
Desktop PC	3 years	This warranty does not cover and may be voided for 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 the Exclusion of Warranty section on the Desktop PC warranty page. Find more warranty information (/tc/desktop_pc_warranty_policy_global.pdf).
Monitors	Warranty period	

Product	Warranty period	Key Warranty Conditions
	GIGABYTE & AORUS Monitors:	
	Small and medium size LCD (under 40 inches): 3 years	
	Large-size LCD (40 inches or over) and OLED: 1 year	
	(Please find the details below)	
	*REGIONAL DIFFERENCES APPLY. The periods listed ab	ove are for general guidance. The specific calculation/determination of the actual warranty period for
	your product is in part dependent on factors such as the	Dead on Arrival (DOA) period and RMA period, which are defined at the local level. Please contact your
	country's distributor for further details on how the warra	nty period is calculated.
	Definition of product after-sales service time:	
	◇ Dead on Arrival (DOA):	
	■ Policy may differ per region. Please contact yo	ur country's distributor.
	◇ Return Merchandise Authorization (RMA):	
	■ Policy may differ per region. Please contact yo	ur country's distributor.
	2. Return	
	♦ Within the DOA period:	
	■ Policy may differ per region. Please contact yo	ur country's distributor.
	♦ Within the RMA period:	
	■ Policy may differ per region. Please contact yo	ur country's distributor.
	Key Warranty Conditions	

- 1. During the stated warranty period, GIGABYTE / AORUS ("We", "Us") will for free, provide product repair services and if the product cannot be repaired, it will be replaced. The repairs and replacement service could still be subject to shipment fees for customers. Physical damage to the product caused by customers or due to shipping will not be covered by the warranty.
- 2. Small and medium size (under 40 inches) LCD monitor bright and dark dot warranty Bright and dark dot description and definition: Bright Dots: non-performing pixels appearing as a red, green, blue, yellow, cyan, magenta, or white dots on a dark or black background. Dark dots: dark non-performing pixels appearing as a black dot on a bright or white background (dots that light up abnormally under other background colors are also called dark dots).
- AORUS series
- 1) It's guaranteed there will be no bright dots on the whole panel area.
- 2) The method to determine bright and dark dots
 - The eye must be away from the screen by 35cm or more, ambient illumination must be greater than 200 Lux (for example a common office environment).
 - New products are guaranteed to be zero bright dot for 12 months. During 13~36 months after purchase, bright dots must not exceed 3 dots (which refers to the 4th dot)
 - Dark dot warranty conditions: Dark dots must not exceed 5 dots (which refers to the 6th dot)

AORUS Monitor Warranty Period	Bright dot	Dark dot
Within 12 months	0	≤ 5
Within 13~36 months	≦3	<u>≤</u> 5

♦ GIGABYTE series

- 1) The method to determine bright and dark dots
 - The eye must be away from the screen by 35cm or more, ambient illumination must be greater than 200 Lux (for example a common office environment).
 - Bright dot warranty conditions: Bright dots must not exceed 3 dots (which refers to the 4th dot)
 - Dark dot warranty conditions: Dark dots must not exceed 5 dots (which refers to the 6th dot)

GIGABYTE Monitor Warranty Period Bright dot		Dark dot
Within 0~36 months	≦3	<u>≤</u> 5

Maintenance fee standards

Product	Warranty period	Key Warranty Conditions
	1. If there are non-attributable malfunctions during the wannace. No fee will be charged if the product cannot be a) Malfunctions or damage caused by damage not attance phoons, collisions during transport, stains or scratce putting unsuitable voltages and corrosion, etc.) b) Dismantling the device or performing your own mainst collected in the allowed usage environment. d) Damage caused by abnormal power supplies. e) Intentional destruction. f) Violation of instructions in the product manual. g) Improper assembly or abnormal use. h) Use of unauthorized accessories. i) Failures caused by other products (equipment) other j) Screen burn caused by using the same fixed screen k) Damages caused by not following the cleaning inst	varranty period, such as (but not limited to) the following items (a-k), fees are required for mainte- e repaired but shipment costs may still apply. ributable to product materials or manufacturing flaws (such as pests, earthquakes, floods, fires, ty- hes generated on the surface after use, squeezing, bumping, scratching, impacts, high temperature, in- ntenance.
	with water with a 1:10 ratio.	ir of products with expired or void warranties. Quotes and maintenance will be based and performed
	1. If there is clear physical damage on the exterior, the p 2. If the manufacturing sticker inside the product has be 3. GIGABYTE / AORUS reserves the right to revoke / can	roducts will not be covered by the warranty. en removed or damaged, it will no longer be covered by the warranty. cel warranty and after-sale services for products with no official Gigabyte labels, serial numbers, serial ption or that cannot be identified. If you received the monitor in such a state, please contact the parties
	board boxes, bubble wrap or Styrofoam etc.) to pack i 2. Amendment/Updates. This warranty policy is subject 3. Warranties provided by agents or dealers or other 3rd 4. If a failure or malfunctions occurs with the product wi	parties are their responsibilities and may not be passed on to US. thin seven days of the consumer's purchase, consumers must return the product to the dealer to re-
	inal packaging must be included. Failures and malfun 5. If exterior flaws were generated on the new products	nvoice they provided. All items originally packaged with the product, including all accessories and origctions after seven days of the purchase date will be treated as maintenance. after being purchased and used, consumers may not ask Us to replace it with new products. It will be and package materials included with the product are not in the scope of the warranty.

Valid Proof of Purchase

For any warranty claim, a valid Proof of Purchase is required. All Receipts/valid Proof of Purchase are subject to verification at the sole discretion of GIGABYTE.

A valid Proof of Purchase is defined as one of the following:

- A dated sales receipt from an authorized GIGABYTE Dealer or Reseller. The receipt must show the Product description and price.
- ◆ An order number from the store.gigabyte.com web site+

Some examples of a non-valid Proof of Purchase are (but not limited to):

- ◆ The UPC bar code from the box
- A picture of the actual Product.
- ◆ A Certificate of Authenticity.
- Receipts from non-authorized GIGABYTE Dealers.
- Receipts from any online auction sites, liquidators or clearance houses.
- · Canceled checks.
- Credit card statements.

GIGABYTE may, in its sole and absolute discretion, determine any registered product to be edited, transferred, void or deleted for any reason including but not limited to the following:

- A receipt is obtained through unauthorized or illegitimate sources/channels, including purchased or obtained online, or at a live auction.
- Receipt is not original, is illegible, has been tampered with, mutilated, altered, reproduced, stolen, forged, counterfeited, or is irregular or marked improperly.
- Receipt is not verified or recognized as a valid Receipt issued by Merchant or Retailer;
- Receipt is determined to be previously entered and used;
- ◆ Receipt is incorrectly or incompletely uploaded or submitted;
- Receipt contains printing or production errors, or any errors in any way.

Except as expressly stated above, GIGABYTE shall have no liability or obligation with respect to any void Receipt. Receipts collected through recycling centers, printing facilities, or institutions (including, but not limited to, hospitals or schools) are not eligible. GIGABYTE reserves the right to take any action to protect itself against all forms of suspicious claims, including, without limitation, requiring further verification of identity and details of the claimant and qualifying purchases as well as debarment of claim.

It's required to upload the valid purchase of Receipt as you register the product. If the purchase of Receipt is not correct or not valid, leading to registration failed or disputing warranty period on products as it requires repair or replacement, GIGABYTE / AORUS reserves the right to require further verification of identity and details of the claimant and qualifying purchases as well as debarment of the claim.

No AORUS Points will be credited for any void product registration for any reason as well. For more details about the GIGABYTE AORUS Reward Program, please read the terms & conditions (https://member.aorus.com/global/termsandconditions) of the Program.

The warranty service provided by GIGABYTE / AORUS product is valid from the Date of Purchase. Consumers are required to provide a valid receipt or invoice with the date of purchase/invoice date, and the dealer's name should be recognizable. Customer may be asked to provide a copy of this if there is any question as to the product's eligibility for service coverage under the warranty or service contract. When seeking service, GIGABYTE may request that the customer to submit the original sales receipt of the product to verify eligibility for warranty service, even if the customer has already registered the product. The warranty is the same whether or not register. If the consumer cannot provide valid proof of purchase, the warranty date will be calculated from the date of manufacture according to the serial number on the product. GIGABYTE / AORUS reserves the right to review and authorize the period of warranty service.

Coverage and Limitations of the Program

Our warranty applies to brand new Products sold by GIGABYTE through its authorized resellers, retailers, and distributors ("Suppliers"), and may not apply to items purchased "Used", "Open-Box" or "Refurbished" unless expressly stated by GIGABYTE. Our warranty does not apply to extended service warranties/ upgrades issued by third parties; in such cases please send your claims/requests/inquiries directly to the third-party issuer.

GIGABYTE will not be responsible for any failure to perform due to causes beyond its control, including but not limited to, flood, fire, typhoon, submersion, earthquakes, liquid spill, neglect, misuse, abuse, acts of any government, explosions, accidents, wars, rebellions, insurrections, sabotage, epidemics, labor disputes, labor strike, or any agency thereof (including denials or onerous restrictions on required export licenses), customer induced damage and any other force majeure event.

Repair is subject to GIGABYTE or GIGABYTE authorized service center's ability to replicate the fault and materials availability. Intermittent faults that happen sporadically must be replicated to confirm that the fault is related to the Product and warranted by the Program.

There are technical limitations on some of the devices applied to the Product. These limitations are common or are defined standards within the Information Technology industry and are not related or specific to GIGABYTE / AORUS Products. GIGABYTE will not be responsible for failure and defect in the Product, which may not be repaired by utilizing the then-current technology commonly used by the Information Technology industry.

GIGABYTE shall not be responsible for any lost or damaged data, software or other materials stored or preserved on the Product. GIGABYTE strongly recommends that customer maintain a complete data backup and disaster recovery plan.

General Exclusions

- a) The failure caused by improper installation, operation, cleaning or maintenance, accidental and physical damage, misuse, abuse, or other modification, remedy taken by GIGABYTE or service centers not authorized by GIGABYTE.
- b) The product Serial Number has been damaged, altered, defaced, or removed.
- c) Damage caused by illegal/illegitimate software or virus.
- d) There is damage caused by accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, or use under abnormal conditions.
- e) Extreme environment factors including extreme temperature or humidity, extreme physical stress or electrical interference, fluctuation or surges of electrical power, lightning, static electricity, etc.
- f) Damage caused by not using the provided manufacturers AC adapter and battery; Damage from use of materials, equipment not manufactured by GIGABYTE or not found in Qualified Vendor List(QVL) on GIGABYTE / AORUS website.
- g) Rectification of software faults or updating BIOS is not covered by warranty.
- h) If any obvious user damage on the exterior, it will no longer be covered by the warranty.
- i) If the manufacturing sticker inside the product was removed or damaged, it would no longer be covered by the warranty.
- j) Products with no Gigabyte labels or serial numbers, or if the serial number does not match the product or cannot be identified, warranty and after-sale services will not be provided. If there is a need for maintenance, please contact the original purchasing store for help. Replacement or removal of genuine serial number sticker on the product will break the warranty.
- k) Consumables, gifts, and package materials included with the product are not in the scope of the warranty.

Warranty Extension

We provide extended warranty service for specific products which can be found on the web at https://www.gigabyte.com/Support/Warranty (https://www.gigabyte.com/Support/Warranty). THIS SERVICE CAN ONLY BE ENTERED BY PURCHASER BY REGISTRATION WITHIN 30 DAYS OF PURCHASE from us or an authorized reseller. A valid proof of purchase is required to complete the registration. Registration confirmation will be notified by email. GIGABYTE / AORUS is not liable for any unsuccessful product registration due to incomplete or incorrect information input. In the event any of these warranty periods conflict, the shortest specified warranty period will apply. For more details, please check the web at https://www.gigabyte.com/Support/Warranty (https://www.gigabyte.com/Support/Warranty) or contact the local office or the location where the original purchase was made.

**Lifetime Warranty

Our Lifetime Warranty does not apply to defects caused by normal use and tear, damage caused by accidents, abusive use, negligence, fire, liquid contact or other external cause, damage which is the

consequence of failing to comply with the user manual, damage caused by use with another product, damage caused by service by anyone who is not authorized by us, or if the product is stolen or if any label or identification number has been removed from the product or has been changed.

Once the products are announced EOL, lifetime warranty service will not be provided. This decision can be based on a number of factors which include but are not limited to the availability of certain manufacturing components needed to continue production, a third-party manufacturer's product discontinuation or the introduction of a newer product with more advanced features and functionality. For a product declared EOL, confirmed by GIGABYTE, we will replace with a similar or equivalent product. GIGABYTE reserves the right to modify or terminate the site and/or any of its interactive components at any time and in any manner.

If the alternative is provided by us with the confirmation of replacement, it will be available for lifetime warranty service as well. The equivalent product here means the products with the same fulfilling functions. For example, if DDR4 3200MHz 2*8GB RGB Memory declared EOL, it will be replaced with other models which are DDR4/3200MHz/2*8GB RGB memory.

Limitation of Liability

In no event shall GIGABYTE / AORUS or its Suppliers be liable to you or any third party for direct, indirect, consequential, special, incidental, punitive or exemplary damages, costs, expenses, or losses, including assets loss arising out of the use of the Product, including, not limited to, property damage, loss of value of the Product or any third party products that are used in or with the Product, even if when GIGABYTE / AORUS has been notified or informed of the possibility of such damages.

GIGABYTE / AORUS does not accept liability beyond the remedies set for herein, including but not limited to any liabilities for a product not being available for use, loss of profits, loss of business, or for lost, corrupted, or compromised data or software or the provision of services. GIGABYTE / AORUS is not liable or responsible for any amount of damages above the amount you paid for the purchased Product.

GIGABYTE / AORUS has no liability for any damage or destruction to consumer electronics devices or other personal property that is in or connected to the Products, including, but not limited to, laptops, tablets, smartphones or other devices, or any loss of data contained in the foregoing devices.

Notwithstanding any damages that you might incur for any reason whatsoever (including, without limitation, all damages referenced herein and all direct or general damages in contract, (including negligence) or otherwise), the entire liability of GIGABYTE / AORUS and any of its Suppliers shall be limited to the amount actually paid by you for the Product.

Website Disclaimer

GIGABYTE / AORUS seeks to provide accurate and timely information; nevertheless, there may be inadvertent technical or factual inaccuracies and typographical errors, for which we apologize. We reserve the right to make changes and corrections at any time.

About ADRUS (https://www.aorus.com/about.php)

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Product Registration (https://member.aorus.com/url/aHROcHM6Ly9tZW1iZXluYW9ydXMuY29tL3Byb2R1Y3QvcmVnaXNOZXI=)

(https://www.aorus.com/language)

Warranty Information (https://member.aorus.com/productwarranty) Contact Us (https://esupport.gigabyte.com/Login/Index?ReturnUrl=%2f)

Privacy Policy (https://profile.qiqabyte.com/PrivacyPolicy.aspx) Terms of Use (https://profile.qiqabyte.com/TermsOfUse.aspx)

Monitor Warranty & Repair (https://www.aorus.com/EU monitor rma.php)

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