



臻星服务

Global Travel Insurance -On site

Service Introduction



'High quality service, customer satisfaction' is the philosophy of MSI, and we also hope that our products can meet your expectations. By providing comprehensive Global Travel Insurance (On site) , we ensure that the quality, reliability, and service of your MSI products are maintained in a professional and worry free manner, providing customers with a more convenient and personalized service experience.

SERVICE SCOPE

Global Travel Insurance (On site) service. This service is unavailable in Russia, Kazakhstan, Belarus, India, Brazil, and embargoed or sanctioned regions or territories. Additionally, the Service areas may be limited by region or country; MSI does not guarantee the availability of Service in any or all countries or territories. The Service coverage period cannot exceed the original product's limited warranty period.

Service Process

Customer purchases this service → Click on online customer service communication located at to make an appointment → Engineer contacts customer to make an appointment for on-site service → Engineer on-site service → Service ends, customer reviews.

Service timeliness

Appointment contact information: Click on the online customer service page located at to communicate and make an appointment.

Service hours: 8:00-17:00 on weekdays (excluding weekends and statutory holidays)

Door to door service: Door to door service will be provided on the second working day after contacting the applicant (excluding statutory holidays).

Service period

The service period follows the general product warranty period.

Eligible Service products

This Service is suitable for MSI brand laptops, desktop computers, all-in-one computers, and Monitor.

SERVICE RESTRICTIONS:

1. The Service does not support machine replacement or credit. Non repairable or serviceable products may be referred to MSI repair centers for further service;
2. Due to cryptocurrency (including but not limited to Bitcoin), mining, or related actions causing damage to the product, models designed for mining are excluded from this Service.
3. Service purchase invoice is required to avail these Services;
4. If a product needs to be sent to service center for further repairs, the service center does not provide backups of the data stored in the repaired products. Please make sure to back up your important information before sending the product in for repair;
5. Accessories or products purchased separately or given as gifts (including backpacks, mice, or other gifts), and software CD's bundled with the product are not covered by this Service;

Service scope

During the Service period, there is no limit to the number of times the Service can be used. The designated Service area may be limited by region or country, and will be advised to you when booking a service appointment.

PRIVACY POLICY:

MSI or its authorized service center may ask you for information in order to provide the requisite services to you that may, as applicable and without limitation, include your email, name, product serial number, purchase information, address, phone number, and other information reasonably requested by our staff. In addition, we may indirectly gather information from you via cookies or website embedded analytics. The information we collect will be used in the following manner: to provide services to you, to verify your eligibility, to contact you if needed, to product(s) can be sent to you, to store registered product data for as long as an ongoing relationship exists between us (eg. When you use our warranty or associated services, etc.), and to use solely for internal market studies for developing better products and services. Your information will not be shared with third parties, except: i) to third party processors such as our internet service and website providers and our service partners in order for us to provide services to you; or ii) when reporting or responding to actual or suspected breach of applicable laws to legal and regulatory authorities such as courts or the police to the extent needed.

Because of the international nature of our business, MSI transfers information within the MSI group, and to third parties as referenced above, in connection with the purpose set forth in these terms and conditions. Therefore, we may transfer information to countries that may have different laws and data protection compliance requirements that those applicable in the country you are located.

Further details of how your information may be used and processed are detailed in MSI's privacy policy, available at <https://www.msi.com/page/privacy-policy>. The MSI Privacy Policy constitutes a part of this terms and conditions, and is hereby incorporated by reference with full force and effect.

MISCELLANEOUS:

This terms and conditions is governed and construed by the laws of Taiwan, regardless of conflict of law principles, and all disputes arising from these terms and conditions shall be adjudicated by the Taipei District Court in Taipei, Taiwan. Any provision invalidated by a competent court shall be stricken, and the remaining terms and conditions will remain in full force and effect. Failure by MSI to enforce any right shall not be deemed to be a waiver. MSI shall not be liable for any failure to perform due to circumstances beyond its reasonable control. This terms and conditions shall not be assigned or otherwise transferred by you to any other third party; all unauthorized assignments are null and void. This terms and conditions constitute the entire agreement between the parties with respect to the services provided, and supersede any prior agreements, communications, representations, or discussions, oral or otherwise.