

msi



臻星服务

MSI Hardware Installation Service



To ensure customer satisfaction, end customers who purchase eligible MSI brand system products may enjoy a free SSD/RAM hardware installation service (the "Service"). This MSI provided Service is available to all MSI notebook, desktop, and All-in-One, regardless of whether such products are in or out of warranty, subject to the terms below.

CONDITION: MSI HARDWARE INSTALLATION SERVICE POLICY

MSI notebook, desktop , and All-in-One("products") purchased in 2024 or after are eligible for this Service.

1. The products must be determined based on the MSI product purchase receipt or other relevant purchase document.
2. The Service does not include international, global coverage. The Service only applies in the country where the product was purchased. If customers need use the Service abroad, please contact local the MSI office or MSI authorized service partners to get a quotation. Some countries are subject to regional limited service terms.
3. The Service may include additional comprehensive service and support, subject to policies prescribed by the MSI subsidiary in such country. Additional terms may vary by region.
4. The Service is only available for installing SSD and RAM on eligible products.
5. MSI only provides the Service and does not guarantee hardware compatibility or related after sales issues. The Service does not include whole product assembly.
6. End users who wish to avail the Service to install non-MSI brand SSD and/or RAM must provide the third party SSD and/or RAM in its original, new, and un-opened packaging. In addition, the end customer must provide documentation or picture of the eligible MSI product before availing the Service. MSI does not guarantee data loss protection or protection against damage to data after installation. End customers are strongly advised to backup all information before availing the Service.
7. For non-MSI brand hardware installation, MSI may charge a service fee based on different countries.
8. End users are notified that after Service installation, the eligible product operating system may be erased and any information pertaining to the operating system serial number may be lost and may not be recovered. Users are advised to back and retain all required data before availing the service.

SERVICE EXCLUSION

MSI may refuse to provide the Service, or may request payment for parts, labor, and/or shipping charges in any of the following conditions:

1. MSI does not have any record of product registration information and the end customer is unable to present the MSI product warranty card (including digital warranty card, as applicable), the product purchase receipt, invoice, or similar document evidencing the product warranty is still in effect.
2. The product is not acquired from an MSI authorized channel, distributor, or is acquired as a second hand, or illegal purchase from other sources.
3. MSI don't guarantee any hardware or software compatibility or any issues that may arise from such hardware installation.

LIMITATION OF LIABILITY

The warranties provided in this Service shall be MSI's sole warranty. MSI does not directly or indirectly warrant that the product is of merchantable quality or fit for any particular purpose. All such implied warranties are hereby disclaimed and excluded by MSI. All Products are given "as is".

THE LIMITED WARRANTY PROVIDED UNDER THIS SERVICE IS PROVIDED IN ADDITION TO RIGHTS PROVIDED BY CONSUMER LAW AND DOES NOT EXCLUDE, LIMIT, OR SUSPEND THE RIGHTS OF THE CONSUMERS GUARANTEED BY APPLICABLE CONSUMER LAWS AND REGULATIONS. EXCEPT AS PROHIBITED BY LAW, MSI SHALL NOT BE LIABLE TO YOU, UNDER ALL THEORIES OF LIABILITY, FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND (INCLUDING WITHOUT LIMITATION, LOST PROFIT OR GOODWILL, LOSS OR DAMAGE TO BUSINESS EARNINGS, OR LOSS OR DAMAGE TO DATA OR INFORMATION). IN NO EVENT SHALL MSI'S TOTAL LIABILITY ARISING FROM THIS WARRANTY TERM ON A CUMULATIVE BASIS FOR ALL CLAIMS OR CAUSES OF ACTION, UNDER ANY THEORIES OF LIABILITY, EXCEED THE PURCHASE PRICE OF THE PRODUCT.

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 a court closest to MSI's subsidiary or affiliate in the country where the eligible product was purchased shall have jurisdiction. If MSI does not have an official subsidiary or affiliate in the region, then a court closest to where MSI's designated repair center providing service under the Service shall have jurisdiction. 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.