



臻星服务

Computer maintenance



In order to provide better warranty services for business users, MSI provides product maintenance services for notebook, desktop and all-in-one computers through its comprehensive network of authorized service centers.

COMPUTER MAINTENANCE SCOPE

Applicable products:

MSI brand laptops, desktop computers, and all-in-one computer products.

Not applicable products and accessories:

Self-assembled computers, external accessories such as external optical drive, mouse, non-MSI factory components, and accessories and components not used in MSI products.

Maintenance period:

All products within the original product warranty period can enjoy the maintenance service.

Duration and frequency of service:

During the warranty period, the eligible product can enjoy one (1) free maintenance service per calendar year. If the maintenance service is required more than once in the same year, the related fees must be paid by the end customer before service can be done.

Service scope:

1. Clean product appearance and fan
2. Maintain the heat dissipation module
3. Driver update
4. Check hardware peripheral functions
5. Basic function test
6. Boot test

Additional terms:

1. Please back up all data before submitting the product for testing. MSI shall not be liable for any loss of data, information or data recovery.
2. In order to guarantee the quality of the computer maintenance service, please provide the product pick-up date after MSI staff or agents provides the expected

service period. No emergency cases are provided.

3. Computer maintenance service does not include repair service. If damage is found during the service, the Product owner agrees to follow MSI's standard repair procedures. immediate repair cannot be provided while using this service.

SERVICE RESTRICTION

Computer maintenance services are not applicable, and MSI reserves the right to refuse to provide the service or may charge additional service fees, in the following cases:

1. The product was not obtained from MSI authorized channels, dealers, or illegally purchased from other channels.
2. Any failure or damage caused by the use of parts not authorized by MSI.
3. Any failure or damage caused by the use of pirated software.
4. Any failure or damage caused by installation, repair, modification or removal (breakage mark, warranty sticker, damaged or lost compliance label) by a third party, service center, or personnel not authorized by MSI.
5. Any failure or damage caused by non-compliance with the instructions in the product manual or improper packaging, storage or use.
6. Serial numbers labels affixed to the machine or parts are damaged, defective, or inconsistent with MSI's internal records.
7. MSI consumable products or accessories (including backpacks, mice), and batteries are not covered by the computer maintenance service.
8. The Customer can only purchase computer maintenance services in the same country or jurisdiction where the corresponding product was purchased.
9. Computer maintenance services may provide additional comprehensive services and support. However, such additional integrated services are subject to the MSI affiliated company's policies by country, which may vary depending on the region.
10. The scope of computer maintenance services is limited to the general after-sales services provided by MSI service centers in the country or jurisdiction where the product is purchased.

LIMITATION OF LIABILITY

The warranties set forth in this service are MSI's sole warranties. MSI does not, directly or indirectly, warrant that the Products are commercial or fit for any particular purpose. MSI hereby disclaims and excludes such implied warranties. All products are given truthfully.

THE LIMITED WARRANTIES PROVIDED UNDER THIS SERVICE DO NOT EXCLUDE, LIMIT OR STOP THE APPLICATION OF THE CONSUMER PROTECTION ACT AND RELEVANT REGULATIONS SAFEGUARDING CONSUMER RIGHTS, EXCEPT FOR THE RIGHTS PROVIDED UNDER THE CONSUMER PROTECTION ACT. EXCEPT AS EXPRESSLY PROHIBITED BY LAW, MSI SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, OR SPECIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR GOODWILL, LOSS OR DAMAGE). IN NO EVENT SHALL MSI'S LIABILITY FOR ALL CLAIMS OR CAUSES OF ACTION ARISING IN THE SERVICE EXCEED THE PURCHASE PRICE OF THE PRODUCTS.

PRIVACY POLICY

MSI or MSI official service centers/authorized dealers may require you to provide appropriate and unrestricted necessary services, including your email, name, product serial number, purchase information, address, telephone number and other information reasonably requested by our staff. We may collect information indirectly through cookies or in-site analytics. The data collected will be used in the following ways: to provide you with services, to verify your qualifications, to contact you when necessary, to send to your products, to keep registered product information (for example, when using our warranty or related services, to develop better products and services, and only for internal market research). Except: disclosing your data to third parties (such as Internet service providers, website providers and service partners) in order for us to provide services to you; Your data will not be shared with third parties if you report or respond to breaches or suspected breaches of the relevant legislation to legal and regulatory authorities such as the courts or the police if required.

Due to the international nature of our business operations, MSI transmits information internally to MSI and to third parties for the purposes of these Terms and Conditions as described above. As a result, we can transfer data to countries with different laws and data protection compliance requirements than the country in which you are located.

Detailed information about how to use and handle your content (<https://www.MSI.com/page/privacy-policy>), please refer to the personal data of the MSI and protection policy. MSI's Personal Data Protection Policy forms part of these Terms and is therefore incorporated with full strength and effect.

MISCELLANEOUS

These terms and conditions shall be governed by the laws of _____, regardless of any conflict of legal 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 service 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 services shall have jurisdiction. Any provision found by a competent court to be invalid or unenforceable shall be limited or deleted from these terms and conditions and the remaining provisions shall remain in full force and effect and enforceable. MSI's failure to enforce any right shall not be deemed a waiver. MSI is not responsible for failure to perform due to