



臻星服务

ON-SITE SERVICE PLAN

MSI PRODUCT SUPPORT
ON-SITE SERVICE PLAN POLICY



MSI ON-SITE SERVICE PLAN

"Quality Service, Customer Satisfaction" is the essence of MSI's corporate philosophy, and we wish our product meets your expectations. By offering a comprehensive, on-site service plan, we want to ensure that your MSI product quality, reliability, and service can be optimally maintained in a professional, hassle-free manner. You may purchase this additional on-site service plan (the "Service Plan") for designated MSI products, subject to the terms and conditions listed below. To ensure that you receive the benefits of maximum service coverage, we recommend that the Service Plan be purchased concurrently with your MSI computer product. We believe you will be happy with the repair cost savings and added value services provided in the Service Plan.

The Service Plan must be additionally purchased in the same country as, and within ninety (90) days of, your original product purchase. The Service Plan must be activated within thirty (30) days of purchase. Your original purchase receipts should be kept and carefully stored for proof of purchase and validation purposes.

Service Plan Registration And Activation Process:

Step 1 Become MSI Member

Please enter the MSI Member Center website located at <https://account.msi.com/login>, click the members tab, and sign up to be a MSI member according to the website instructions.

Step 2 Register your product

Log into the MSI member site and register your product by filling in the relevant details.

Step 3 Activate On Site Service Plan

Click the On-Site Service activation link and input your service code and active password listed on your purchased on-site Service Plan Digital Membership Card to complete the process.

MSI Service Plan Terms and Conditions:

1. The Service Plan may only be purchased for specified MSI product models. Please consult your local MSI website to see which models qualify for this Service Plan.
2. The Service Plan must be purchased no later than 90 days from your MSI product purchase date, as determined by the receipt, or other relevant documents verifying your purchase. The Service Plan may not be purchased after the 90 days period.
3. Your purchased Service Plan will be activated after you successfully complete the required registration, authentication, and activation steps. The duration of your Service Plan will be based on the option you purchased.
4. You must register and activate your Service Plan online within one (1) month of the Service Plan purchase date. If the online registration and activation is not finished within the stipulated timeframe, your Service Plan will be cancelled.
5. Once the Service Plan is activated, you may not request a refund.
6. You must call the local hotline support to schedule your on-site service at least twenty-four (24) hours in advance.
7. If our hotline or onsite repair engineer cannot resolve your technical issue, our technician will take back your product for diagnosis, and return it to you within three (3) working days. MSI Product that is out of warranty ("OOW") or damaged by you ("CID") will be returned within three (3) working days after due payment has been received by us.
8. The Service Plan shall only be active for a maximum duration not exceeding the original product warranty of your MSI product.

9. The Service Plan coverage only applies to defective MSI products used in the ordinary course for such products. The Service Plan does not include coverage for conditions, or malfunctions and damages caused by the conditions listed below:
- MSI does not have any record of product registration information, and you are unable to present the MSI product's warranty card (including digital warranty card, as applicable), the Service Plan purchase receipt, invoice, or similar document evidencing the Service Plan is still in effect;
 - The product is not acquired from an MSI authorized channel, distributor, or is acquired as a second hand, or illegal, purchase from other sources;
 - The complete product unit or its parts have exceed the original warranty, or the Service Plan service period;
 - Any breakdown or damage caused by non-complying with instructions stated in the product user manual, or improper packaging, storage, and use;
 - Any breakdown or damage caused by installation, repair, modification or removal (breaking mark, warranty stickers, damage or loss of compliance label) performed by service centers or personnel not authorized by MSI;
 - Any breakdown or damage caused by use of parts not certified by MSI;
 - The serial number pasted on a complete unit or the parts is broken, defective or does not match MSI's internal records;
 - Any breakdown or damage caused by accidental or man-made factors (including without limitation, intentional damage, use of pirated software, computer virus, moving, compression, scratch (scrape), hit, crash, high temperature, high humidity, water inflow, use of inapplicable voltage, non-factory battery and transformer, stain, corrosion, etc.);
 - Any breakdown or damage caused by use of pirated software;
 - Any scrape (scratch), liquid leak, crack, etc. on the LCD screen surface;
 - Any breakdown or damage caused by natural disasters and human calamities (such as earthquake, fire, riot, etc.).

10. MSI product covered under the Service Plan will be serviced free of charge.
11. OOW and/or CID product is serviced at an additional charge. You will be responsible for any onsite service costs, including labor, material, transportation (if applicable), and tax, which will be quoted to you. MSI will not be responsible or obligated to provide product service to you if you do not accept the quoted costs.
12. MSI product consumable parts or accessories, including battery (excluding models with built in battery), adapter, backpacks, mouse, bundled, external accessories, etc., are not covered by the Service Plan. MSI reserves the right to send the accessory directly to you instead of sending a technician. You will be informed if MSI is sending a replacement when contacting our hotline.
13. The Service Plan can only be purchased in the country where you purchased the MSI product. Furthermore, the Service Plan applies only to certain model, city, and country. Please read detailed information on your local website.
14. The Service Plan does not count as, or apply to international warranty. The Service Plan is only applicable within the country and specific city in which the MSI product, and the Service Plan is purchased.
15. MSI's service technician reserves the right to make the final warranty determination.
16. Our on-site service only provides support during regular work hours defined by applicable local law. Please read detail information on your local website.

17. You are obligated to provide clear information about the applicable defect when requesting support under the Service Plan to aid MSI, or its authorized repair technician to diagnose the issue(s). Additionally, please make sure that sufficient work space and testing/diagnosing environment (including power supply, network) be prepared to enable repair when the technician arrives.
18. MSI reserves the right to terminate your Service Plan if you breach the terms herein, or if you do not reasonably cooperate with MSI or its authorized repair technician, despite instructions, such that the On Site Services cannot be carried out.
19. The Service Plan, if not registered and activated after purchase, may be refunded within fourteen (14) days of purchase.
20. The Service Plan, once registered and activated, cannot be refunded. Within seven (7) days of activation, You may contact MSI's customer service to transfer the Service Plan to another MSI Product eligible for this plan that You have purchased.
21. The Service Plan warranty terms may be transferred to any MSI product offered as a replacement as a result of warranty services provided by MSI. In this instance, the Service Plan warranty terms shall apply in addition to the original product's remaining warranty term.
22. MSI reserves the right to modify the Service Plan terms and conditions.

LIMITATION OF LIABILITY

The warranties provided in this policy 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 PLAN 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 SERVICE PLAN 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 Korea, 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 Service Plan 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 Plan 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.