



臻星服务

Remote Service Definition



Remote Service is a remote technical support provided by MSI to assist users by remotely solving computer software problems.

This service refers to the remote operation, troubleshooting, technical support and other services provided by MSI professional technical engineers through online support or telephone.

This service is available for MSI brand laptops, desktops, and all-in-one PCs and is serviced by MSI authorized service centers.

THE SCOPE OF THIS SERVICE

Applicable Products:

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

Ineligible Products & Accessories:

Self-assembled computer, external accessories such as external optical drives, mouse, non-MSI factory components, and accessories and components that are not used in MSI products.

Duration of Service:

All products under the original product warranty are eligible for remote service.

Service Frequency:

During the warranty period, customer can apply remote service through online support through our website [url] or via our hotline.

The scope of services includes remote operation of software, applications, system settings and other interfaces on the user's computer, as well as related operations, to resolve common computer problems, including the following:

1. What to do when installed Microsoft Windows can't find the disk drive
2. How to back up Microsoft Windows onto a USB device and reinstall Microsoft Windows OS
3. Key of Keyboard not working
4. When using browser to watch videos, the video screen appears green
5. Common browser problems
6. Cannot activate MSI Center and error message alert MSI. CentralServer.exe abnormal
7. Cannot activate camera
8. No sounds from external earphones or the sound is intermittent or noisy
9. Wireless network cannot be connected or is intermittent, or the network icon shows an"! "icon

10. No sound from speaker or microphone, or the sound is noisy, buzzing, etc.
11. How to set up Graphics Processing Unit Direct
12. What to do when keyboard LED backlight display is abnormal
13. Driver Updates

Additional Terms & Conditions:

1. MSI does not guarantee that the above service problems will be solved during the remote service. If the customer's software problems cannot be solved through the remote service or the problem determined to be a hardware problem, The case can be transferred for repair service in accordance with MSI's standard warranty process after product owner confirmation. Repairs cannot be provided immediately when doing remote service. The relevant maintenance period and process for transferred repairs are in accordance with MSI's standard maintenance process specifications.
2. The service may be need to connect to the user's computer through a remote desktop program. If the user refuses to authorize the connection, the remote service responsibility of MSI shall be taken as fulfilled.
3. MSI reserve the right to change, temporarily suspend or permanently terminate the Service.

SERVICE LIMITATIONS

1. The product was not obtained from MSI's authorized channels, distributors, or illegally purchased from other channels.
2. Any service, job, or activity not specifically noted in this service coverage.
3. Any malfunction or damage caused by pirated software.
4. The Product is damaged due to alterations, changes, modifications, repair, or other services (broken mark, warranty stickers, damaged or lost compliance labels) performed by a third party that is not authorized by MSI.
5. Any malfunction or damage caused by non-compliance with the instructions in the product user manual or improper packaging, storage, use.
6. The serial number of the whole machine or individual parts is damaged, defective, or does not match MSI's internal records.

7. MSI consumable products or accessories (including backpacks, mouse), and batteries are not covered by the remote service.
8. Remote services may provide additional comprehensive service and support. However, such additional services are subject to MSI-affiliated company's policies by country, which may vary by regions.
9. The scope of remote service is limited to the service provided by the MSI service center in the country or where the product is purchased.

User Rights and Obligations:

The user must have sufficient legal rights or authority to enter into the Remote Services Agreement, and shall ensure that the signing and performance of the Agreement will not conflict with other agreements or arrangements or result in a breach.

The user agrees and authorizes the service provider to view and operate the relevant interface and operations on the user's computer during the remote service.

The user shall comply with all relevant valid laws and undertake not to use the remote service to carry out acts that violate national laws and regulations or infringe on the legal rights of third parties.

Rights and Obligations of Service Providers:

MSI reserves the right to provide remote services in accordance with the Terms of Service and to require users to comply with relevant regulations.

The service provider shall ensure the stability, security and legitimacy of the service, and protect the privacy and data security of users. If necessary, the service provider will notify the user in advance of the change, interruption or termination of the service.

Intellectual Property Rights & Confidentiality:

The intellectual property rights of the remote services are owned by MSI. Users are not allowed to use or create relevant content and derivative works in any form without authorization. At the same time, both parties should keep each other's trade secrets and sensitive information safe.

Disclaimer Clause:

MSI is not responsible for service interruption or loss caused by force majeure (such as natural disasters, government actions, etc.). In addition, MSI does not guarantee the network coverage, availability, or quality of service provided by the network operators with which the user cooperates.

Additional Terms & Conditions:

1. Please back up all the data before submitting the product for remote service. MSI shall not be liable for any loss or loss of data, information, or data recovery.
2. In order to maintain the quality of the remote service, please respond by the date provided by MSI service center or MSI authorized service provider. Urgent cases are not provided.
3. Remote service does not include warranty repair service. In the event that damage is discovered during remote service, the Product owner agrees to follow MSI's standard repair procedures and that repair will not be available immediately during the use of remote service.
4. MSI reserve the right to change, temporarily suspend or permanently terminate the service.

LIMITATION OF LIABILITY

The warranties provided in this terms and condition 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 TERMS AND CONDITIONS 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.

DISPUTE RESOLUTION

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 circumstances beyond its reasonable control. These terms and conditions may not be assigned or otherwise transferred to any third party, and no unauthorized transfer is effective. These terms and conditions constitute the entire agreement between the parties with respect to the services to be provided and supersede any prior agreement, communication, representation or discussion, oral or otherwise.