



## MSI Warranty Extension Program

Take advantage of MSI's Extended Warranty. We are delighted to bring you our MSI Warranty Extension Program, this is our premium service plan to maximize the benefits of our service quality. Enjoy a special privilege that ensures you keep using MSI products covered under the special extended warranty program.

We recommend you to purchase the MSI Warranty Extension - for more information, please read below.

### ➤ Description

**MSI offers warranty extensions for the following MSI product groups:**

- Notebook
- Desktop
- All-In-One PC

**Key benefits:**

- 1 year or 2 years of additional warranty after the manufacturer's warranty expires
- Direct Support from MSI
- High priority repair

**Requirements for purchase:**

- MSI Warranty Extension must be requested within 6 months after purchase
- Warranty can be extended depending on the chosen option: 1 year or 2 years
- Only eligible for customers who purchased the MSI product in the EU

**Payment:**

- The warranty extension is activated after receiving the payment by bank transfer or by PayPal
- After payment is finished, Customer receives a special certificate as proof of the warranty extension

### ➤ MSI Warranty Extension Policy

- The Warranty Extension has to be requested within 6 months from the original purchase date of the product (invoice date) and can only be granted to customers who have purchased the MSI product within the EU.
- The extension of the warranty period commences with the expiry date of the original warranty period of the product.
- A repair during the period of the warranty extension does not lead to a renewed extension of the warranty period.
- After the purchase, MSI will provide you with a warranty extension document via e-mail - a proof of warranty extension purchase.
- The warranty extension period is effective from the expiration of the original warranty period and will last for one or two years. The scope of such a Warranty Extension will be limited to malfunctions that occur within the warranty period and under normal usage conditions. In any of the following conditions, whether the product is within the original warranty period or warranty extension Period, MSI may refuse to provide the maintenance service, or may request to pay for related parts and labor charges, as well as the shipping charges:
  - Lack of proof of warranty extension
  - The complete unit or parts of the product has gone beyond the warranty period;
  - Any breakdown or damage caused by non-compliance of regulations stated in the user manual, or improper packaging, storage and use;
  - Any breakdown or damage caused by installation, repair, modification or removal (signs of breakage, damage or loss of the product compliance label) performed by service centers or personnel not authorized by MSI;
  - Errors or damage caused by the use of third-party products or third-party spare parts;
  - Serial number pasted on a complete unit or the parts are broken, defective or do not tally with the mainframe;
  - Any breakdown or damage caused by accidental factors or man-made reasons (including 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 the use of pirate 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.)
- Notebook / AIO PC battery and other free accessories or bundles (e.g. mouse, keyboard, headset) are regarded as consumable parts and are not covered by Warranty Extension Program.
- The warranty extension is being sold in selected European countries.
- The Warranty Extension Period is valid in Europe.
- The Warranty Extension doesn't apply to international warranty, the warranty extension is only valid for the country where the purchase was done.
- The Warranty Extension Program may offer additional comprehensive service and support. However, such additional comprehensive support shall be subject to domestic subsidiary policies of such country and may vary in different situations.
- MSI will not return any spare part of the notebook that has been replaced as part of the extended warranty service.
- In case of a problem with repair during the extended warranty period MSI guarantees money return - 40% of selling value.
- Both ways transportation cost is covered by MSI.
- The warranty extension includes, in case event of justified claims, a free pick-up and return service.
- The buyer's rights under the applicable national or European legislation are not affected by this extended warranty.
- MSI is not liable for the loss of stored data in the case of products that are under this guarantee extension or for products outside the guarantee extension. As part of the extended warranty, MSI is not liable for damage to property, downtime, rental or rental equipment, travel expenses, lost profits, or the like; MSI's liability is limited to the maximum purchase price of the product.
- Software errors, data loss or data recovery are not covered by the warranty extension.
- In case service will exchange the device for another one there is a possibility to transfer the warranty extension. Should the device be exchanged by the reseller, customer should provide MSI with a document to confirm the exchange. Such document have to include the serial number of the original device and the serial number of the new device.

For more details please contact us under the following e-mail address: [we@msi.com](mailto:we@msi.com)

## ➤ Right of withdrawal

Under the Consumer Rights Act you have a legal right to reject goods in text form (e.g. letter, fax, email) that are of unsatisfactory quality, unfit for purpose or not as described, and get a full refund.

This right is limited to 30 days from the date you take ownership of your product. After 30 days, you will not be legally entitled to a full refund if your item develops a fault. The period begins after receipt of this instruction in text form, however not before receipt of the goods by the recipient (in the case of the recurring delivery of similar goods, not before receipt of the first partial delivery) and also not before fulfillment of our information obligations acc. Article 246 § 2 in conjunction with § 1 paragraph 1 and 2 EGBGB and our obligations according to Section 312 g (1) sentence 1 BGB in conjunction with Art. 246 Section 3 EGBGB. To meet the cancellation deadline, it is sufficient to send the cancellation or the item in good time.

The rejection must be sent to:

MSI Polska Sp. z o.o.  
ul. Magazynowa 1  
55-040 Bielany Wrocławskie  
Poland

The rejection can be made in written form to the above address or by email to [we@msi.com](mailto:we@msi.com).

Consequences of rejection:

In case of an effective rejection, the services received on both sides must be returned and any benefits (e.g. interest) drawn up must be surrendered. If you are unable to return or return the received performance and uses (e.g. benefits of use) in whole or in part, or only in a deteriorated condition, you must compensate for the value. You only have to pay compensation for the deterioration of the item and for the use made, insofar as the use or the deterioration can be attributed to handling the item that goes beyond checking the properties and functionality. "Checking the property and functionality" means testing and trying out the respective goods, as is possible and customary in a shop.

Transportable items are to be returned at our risk. You have to bear the regular costs of the return, items that cannot be sent as parcels will be picked up from you. Obligations to reimburse payments must be fulfilled within 30 days. The period begins for you when you send your rejection or the goods, for us with the receiving.