

## **Warranty Policy**

Version:-ASUS012024

This is to inform all, Global Brand Pvt. Ltd. Hereby decaled **3** years warranty policy for all ASUS **Motherboard** .

**Warranty:** GBPL has been in pursuit of perfection that always distributes excellent products with outstanding designing, great materials & crafted manufacturing product from well renowned Brand. We respectively grant a limited period of free service since the date of delivery, based on product categories.

- **Motherboard** :-They are warranted for **3** years after the delivery date.
- **Graphics Card** :- GT Series 2 Years Warranty & RTX, RX Series 3 Years Warranty
- **ODD**: They are warranted and repair service for **1** Year after the delivery date.
- **LCD Monitor**: ASUS LCD Monitor covered by **3** years warranty.

### **Out of Warranty Products:**

GBPL is entitled to reject & return any out of warranty RMA cases. However prime effort will be made to repair all out of warranty products that are repairable. Charges are applied accordingly to repairing out of warranty products.

### **Important Notice**

GBPL will be free from the liability for the product warranty under the following conditions:

- The expired warranty.
- Any removed, blemished, or impaired serial/warranty stickers.
- Damage caused by accidents, misuse for any reason, improper installation, or unauthorized repair.
- Damage caused by natural disasters, such as lightning strikes, floods, or earthquakes.
- Damage resulting from use of the product for purposes other than its intended design or specification.
- Any modification, alteration, or tampering with the product without GBPL's authorization.
- Damage due to use of non-original, incompatible, or third-party accessories/parts.
- Normal wear and tear, including cosmetic damages such as scratches, dents, or color fading.
- Failure caused by lack of proper maintenance, cleaning, or environmental conditions (humidity, dust, extreme temperature, etc.).
- Transportation, handling, or storage damage after purchase.
- Power surge, voltage fluctuation, or use of incorrect electrical supply.

### **GBPL RMA Standard Procedure**

- The applicant needs to give a full of description about defects as much as possible, and avoid ambiguous or inappropriate phrases, such as “DEAD”, “Don’t work”. Specific description will be helpful to reduce the possibility of repair delay & decrease customer’s loss.
- When returning defective goods, serial number is needed. Please clearly indicate your necessary documents like model name, serial number, GBPL purchase invoice no & date. Otherwise, GBPL does not bear any responsibilities.
- Products which no longer manufactured by company but still under warranty can be claimed for warranty-In the event that the product is not repairable, an attempt to replace the product with an equivalent specification or adjust with new model price.

### **Product Replacement Policy**

- • The Defective products must be shipped by customers or partners to the nearest approved service center, clearly defining the problem encountered.
- The service center will primary investigate the mention product and if they found no CID (Customer Induce damage) issue and if the product is under warranty they will proceed it for warranty.
- • The designated service center will carry out preliminary tests in its lab. Should additional investigation be necessary, the product can be shipped to the Dhaka Main Service Center for thorough testing.
- • While the chief/main Service Center determine that the product is defective in the hardware, the unit will be authorized for replacement.
- • In case the same model is not available, a suitable or equivalent product will be offered to the customer.
- • Once the customer has accepted the proposed replacement, the new unit will be sent to the applicable branch service center, where the replacement will be distributed to the partner or customer.
- • Partners may directly ship the malfunctioning unit to the Main Service Center in emergency cases to expedite the process.

Authorized Signature



Aktharun Nabi Mazumdar  
DGM RMA & SERVICE  
Global Brand PLC.