

Warranty



! Limited Warranty

MSI Notebook 2 Year **Limited Warranty Information**

General Terms and Condition

Effective date starting July 1st, 2010, MSI Computer Corp., hereunder MSI, offers a Twenty-Four (24) months limited warranty on select MSI Branded Notebook Product only, hereunder Product from the manufacturing date. If customer registers the Product online, the limited warranty will become Twenty-Four (24) months from the original date of purchase*; the limited warranty is under no circumstances transferable to any other party that is not the original buyer of the Product. This limited warranty only covers the Product that is purchased in the United States and Canada.

MSI will repair or by any other efforts restore the defective Product to its working condition as originally configured by MSI. MSI is not responsible for any subsequent installation by any third party or by the owner. This warranty policy DOES NOT apply to MSI Wind Series, barebone, whitebox, OEM products, or open box*.

Note: MSI highly recommend that customer register product after purchase. Go to [Registration](#) to register your product.

* MSI Branded notebook, which pre-installed Microsoft OS and accompanied by a Microsoft Certificate of Authenticity (COA) affixed to the bottom of computer



* Original proof of purchase is required for product registration

** Open box item warranty will be 90 days after the purchase day with proof of purchase.

Limited Warranty

Within the valid limited warranty period applied to the Product, Customer may contact MSI for warranty service only when the Product purchased becomes defective under proper usage, the limited warranty is under no circumstances transferable to any other party that is not the original buyer of the Product. The limited warranty **DOES NOT** cover Cosmetic damages, damage or loss to any software programs, data, or removable storage media, or damage due to the following;

- (1) Accident, misuse, abuse, negligence, commercial use or modifications of the Product;
- (2) Improper operation or maintenance of the Product;
- (3) Connection to improper voltage supply;
- (4) Attempted or unauthorized repair by any party other than MSI.
- (5) The warranty seals have been broken or altered.

The limited warranty DOES NOT apply when the malfunction results from the use of the Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by MSI that there is no fault with the Product itself.

MSI is ONLY responsible for the MSI branded product purchased in the United States and Canada. The limited warranty service is not, in any way, applicable for any OS or software configured in the Product. Customer's dated sales receipt, showing the original date of purchase of the product is customer's proof of purchase. Customer may, in any way requested by MSI, need to provide the proof of purchase of the Product when attempting to make use of the limited warranty service.

The following items (inclusive but not limited to) are covered under this warranty.

CPU, HDD, MEMORY, MOTHERBOARD, MXM GPU (if any), KEYBOARD, TOUCHPAD, AUDIO DEVICES, OPTICAL DRIVES (BD Combo, DVD/CD-RW Combo, DVD Dual Layer Burner...), LCD*, Wireless Module, Bluetooth Module (if any), built-in buttons, built-in webcam.

* LCD (Liquid Crystal Display) is covered for one (1) year only. Limited one (1) LCD claim per year

Note: Primary battery is covered for 1 year only. AC Adapter is covered for 6 months. Accessories (inclusive but not limited to) such as mouse, carrying bag... do not cover by warranty except DOA.

LCD (Liquid Crystal Display) Screen Bad Pixel Policy:

All notebook displays use TFT* technology, manufactured according to high industry standards, to guarantee trouble-free personal computing. Nevertheless, your display may have

cosmetic imperfection that appears as small bright or dark spots. This is common to all LCD displays and cannot be avoided by any of our models. These imperfections are caused by one or more defective pixels or sub-pixels. MSI follows the common bad pixel policy from the industry.

Following the industry standard, MSI warrants a defective LCD display as having 5 or more bad pixels*. It's required that users to contact the original , or MSI within 30 days from the invoice date for a replacement.

* 5 abnormal pixels for 14" or smaller LCD display and 7 abnormal pixels for 15" or larger LCD display.
* TFT LCD is a variant of LCD uses Thin Film Transistor Technology to improve image quality.

Labor

Within the limited warranty period applied to the Product, MSI will repair defects in the Product at no charge. After the limited warranty period applied to the Product, Customer can choose to have the Product repaired on a fee basis.

Parts

Within the limited warranty period applied to the Product, MSI will repair or replace the defective parts of the Product. After the limited warranty period applied to the Product, Customer can choose to have the parts of the Product to be repaired or replaced on a fee basis.

Protection/Back- Up of Stored Data

With respect to all service provided, it is Customer's responsibility to backup the contents of your hard drive, including any data you have stored or software you have installed on the hard drive. It is likely that the contents of your hard drive will be lost or reformatted in the course of service and MSI will not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any Product serviced. IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DRIVE ARE ALTERED, DELETED, OR IN ANYWAY MODIFIED, MSI IS NOT RESPONSIBLE WHATSOEVER. CUSTOMER'S PRODUCT WILL BE RETURNED AS ORIGINALLY CONFIGURED WHEN MANUFACTURED/PURCHASED.

Warranty on Batteries and Accessories

Primary battery that originally comes with MSI Notebook is cover under warranty for one (1) year only. Within the limited warranty period one (1) year applied to the Battery, MSI will repair or by any other efforts to restore the batteries that originally come with the product to their working condition as originally configured by MSI.

Accessories (inclusive but not limited to) such as mouse, carrying bag...do not cover by warranty except DOA.

Technical Support for MSI Notebook Product

MSI technical support will provide technical assistance only on hardware components or the product itself as a whole. If the Product is determined defective and repair service is necessary, MSI technical support will assist customer to obtain a RMA number for returning the defective product to MSI for repair.

RMA Services for MSI Notebook Product

Customer must contact MSI technical support and obtain a RMA number from MSI RMA department prior to returning the defective Product to MSI. Customer needs to return the defect Product to MSI within 15 days from the RMA issuance date. Failing to do so may prevent customer from being eligible for the issued RMA number and thus Customer may need to request another RMA number.

In the case of specific part which is no longer manufactured, the then current closest functionally equivalent Replacement Equipment will be ready to deliver to the Customer within fourteen (14) working days after MSI Technician has determined that Replacement Equipment is necessary.

Shipping

MSI will only cover the cost of shipping (within domestic) Notebook back to customer; customer is responsible for shipping the Notebook to MSI. We strongly suggest customer also insure the package; MSI is not responsible for lost or damage of Notebook during the shipping if customer did not insure or pack the Notebook properly.

Be sure to remove all third party hardware, software, features, parts, options, alterations, and attachments not warranted by MSI prior to sending the Product to MSI for service. MSI is not liable for any loss or damage to these items.

Prices, specifications, availability and terms of offers may change without notice. Despite our best efforts, a small number of items may contain pricing, typography, or photography errors. Correct prices and promotions are validated at the time your order is placed.