NEC Computers

1 Limited Warranty

NEC Computers ("NEC") warrants the Product/s against defects in material and workmanship, under normal use, and will provide the following warranty support:

Warranty Period:
1 Year (from original date of purchase)

Warrantable Items:
(a) Electronic Hardware including Battery and AC Adaptor for Notebook/Laptop (1 Year from original date of purchase).
(b) Bundled Software (90 Days from original date of purchase).
(c) Consumable items included in the original factory packing (such as bundled CD titles) for the Product that fail due to a defect in workmanship or materials will be replaced free of charge for a period of 60 days from the original date of purchase.

The ("Warranty Period") commences on the date of purchase by the original purchaser from an authorized NEC Computers reseller, and ends on the one year anniversary from the date of purchase ("the warranty"). NEC hardware products are manufactured from parts tested to NEC quality assurance standards. You are entitled to warranty service if repair or replacement of a defective hardware component is required on this hardware product during the warranty period.

Replacement or repair of any part of this product shall not imply that the period of the Warranty recommences with respect to the Product, or any part of the Product.

The Warranty is only available to the original purchaser who has REGISTERED the Product, and who is a CUSTOMER of NEC (see point 4 for details on how to register your purchase).

NEC shall not be liable for any special, incidental or consequential damages or for loss, damage or expense directly or indirectly arising from customers use or inability to use the equipment, or for personal injury or loss or destruction of any other property.

NEC shall not be liable for loss, damage or expense to products directly or indirectly arising from damage caused by power surges or electrical storm damage.

NEC conducts rigorous testing to ensure that the risk of computer virus is eliminated. Subject only to the foregoing, NEC disclaims all liability for loss or damage of any kind caused by computer virus.

The Warranty will not apply to Products, or any parts thereof, that have been maintained contrary to the specification or instructions supplied with the Product, or if the Product has been added to, modified, or moved otherwise than by an NEC Authorized Repairer, or if it has been subject to misuse, neglect, accident or unusual hazards (including but not limited to exposure to excessive humidity, dust or incorrect power current).

The Warranty only covers Products purchased from an authorized NEC reseller in the country where you purchased the Product.

The Warranty will only be applicable if NEC receives a notice of the fault within the Warranty Period.

It is solely the responsibility of the customer to backup all data deemed important or critical by the customer.
NEC excludes all other warranties in respect of the Product, either express or implied. NEC's liability for breach of legislation shall be limited at the option of NEC:

(a) In the case of goods to:
  (i) The replacement of goods or the supply of equivalent goods, or
  (ii) The repair of goods, or
  (iii) The payment of costs of having the goods repaired.

(b) In the case of services to:
  (i) The supplying of the service again, or
  (ii) The payment of cost of having the service supplied again.

NEC warranty does not cover any factory included software, including the Windows® operating system after 90 days from the original date of purchase, or purchased separately from the NEC system.

Only applicable to Australia and New Zealand

NEC shall not be liable except as specifically provided in the Trade Practices Act or Consumer Guarantee Act, for any special, incidental or consequential damages or for loss, damage or expense directly or indirectly arising from customers use or inability to use the equipment, or for personal injury or loss or destruction of any other property.

NOTE: NOTHING IN THIS CARD AFFECTS THE STATUTORY RIGHTS OF THE CUSTOMER.

2 Technical Support

NEC provides telephone support to REGISTERED CUSTOMERS of NEC for all Hardware Products covered under the Warranty. This support is available to the original purchaser from an authorized NEC reseller. (See point 4 for details on how to register your Purchase).

Alternative support options are available for out of warranty products on a fee based system.

3 How to obtain service during the warranty period

If the Product does not perform as warranted during the term of the Warranty Period you can request assistance from a NEC Authorized Service Provider by contacting NEC Computers.

At the time of your telephone call you should ensure the following:

(a) Your computer has been REGISTERED with NEC (see point 4 for details on how to register),
(b) You are seated in front of your computer,
(c) You have the following details ready; model number; serial number; date of purchase; authorized resellers' name and location; description of the problem. (The Product model number and serial number may be found on a label located on the back or bottom of the Product).

The Customer Service Technician will attempt to resolve your problem over the phone. If your problem cannot be determined over the phone, it may be necessary to return the Product to NEC for analysis or repair.

Service is provided at local country time between the hours from 0900 to 1700, Monday through Friday, except on Public holidays.

Should service prove to be unnecessary or the fault requiring service is due to customer misuse, computer virus or any other reason outside the scope of any non-excludable statutory warranty, or this Limited Warranty, NEC reserves the right to charge the customer its reasonable cost of providing the service.

If you are required to ship the Product to NEC or its Authorized Service Provider for service, it must be securely packed (in the original packaging) and insured for shipment, as NEC does not accept liability for loss or damage to the Product. A copy of your dated invoice, the Product serial number and a detailed description of the problem you are experiencing must be included in the package. A Return Material Authorization (RMA/TPM) number must be clearly displayed on the package.

NEC or its Authorized Service Provider reserves the right to refuse service at any location if, in their sole opinion, performance of the services could put the safety of their personnel in jeopardy. You must telephone NEC for an authorization number and "ship to" address before shipping any Product to NEC. Product/s shipped to NEC without an authorization RMA/TPM number will be refused and returned to you at your cost.

The Product MUST be returned within 14 days of receiving an authorization number.

Important Warnings:

- All non-NEC components which were not originally installed by NEC must be removed from the system before NEC's Authorized Service Providers will perform service.
- Neither NEC nor its Authorized Service Provider is responsible for non-NEC components, installed by either a reseller or their owner, which have been left in the unit.
- Repairs on the system may result in the need to reformat the hard disk. Reformatting the disk permanently removes **ALL** files or software programs installed.
- Before shipping, or before any service is provided, you are strongly advised to copy or backup all data you may have on your hard disk drive. Neither NEC nor its Authorized Service Provider is responsible for any loss or destruction of data or media resulting from the service/s performed hereunder.

NEC will not pay for the following:

1. Removal and installation charges.
2. Costs of any technical adjustments (set-up or service adjustments), including adjustment of user controls and configuration of software or BIOS.
3. Costs involved in configuration of other products, or software, installed into the Product.
4. Payment of any shipping charges incurred in obtaining warranty service.
5. Payment of any charges incurred by Non-Authorized repairers.

Your computer system must be unplugged at all times while installing hardware components.

4 How to Register your Product

IF YOU HAVE NOT ALREADY DONE SO, PLEASE REGISTER YOUR PRODUCT AT OUR PRODUCT REGISTRATION WEBSITE AT:

http://www.nec-computers-ap.com/regwarranty

You will not be eligible for Warranty if you have not registered within 90 calendar days from the original date of purchase.

5 Definitions

The "Product" means: NEC Notebook or NEC Desktop Computer.

6 Contact Information

NEC Computers Asia Pacific International Contact Number

Tel: (604) 5097389

NEC Computers Asia Pacific Sdn Bhd (Malaysia)
Tel: 1300 882 188

NEC Computers Singapore Pte Ltd (Singapore)
Tel: (65) 6484 8904

NEC Computers Australia Pty Ltd (Australia)
Tel: (02) 9313 0000 (Sydney)
1300 780 103 (Outside Sydney)

NEC Computers New Zealand Ltd (New Zealand)
Tel: (09) 414 5637 (Auckland)
0800 200 632 (Outside Auckland)

To ensure timely response to any future service request, please proceed to register immediately.

Visit our website at **www.nec-computers-ap.com** to register your NEC Extended Warranty NOW.