

ASUS DOA Procedure

Every DOA case can be submitted only distributor (not ASP on behalf of distributor / reseller). Reseller needs to return potential DOA unit to distributor. ASP cannot receive DOA unit from reseller / ASP cannot open DOA case. Distributor takes the responsibility to diagnose and make sure that the unit claimed as DOA is indeed eligible for DOA procedure.

In order to apply for DOA case distributor should follow below rules:

If unit is sold to end user:

(Rule= 7+7+7)

- End-user has 7 Days to claim DOA from date of purchase (fiscal bill / invoice required)
- Distributor is required to submit the claim within 7 days to ASUS DOA department
- Unit has to be sent to ASUS within next 7 days from processed DOA claim case.

If unit is unsold (pre-sales):

- DOA period is valid for 30 days from date of purchase of reseller from distributor.

DOA can be applied up to one year from POD (Proof of Delivery). For goods still on stock after 1 year of delivery to distributor, DOA is not applicable in any case. For batteries, DOA can be claimed within 6 months from POD.

DOCUMENTS REQUIRED FOR APPLYING DOA:

If unit is sold to end user: end user bill / invoice.
If unit is unsold: invoice from Distributor to reseller.
DOA application form.

Official date of application / DOA request (base for counting is some case DOA or not) will be taken as date when distributor sent the request for DOA with all required documents.

First step: Approval from local CSC manager (Predrag Živković) – after checking all relevant documentation

Second step: Distributor receives back the RMA #

Third step: Organizing pick up and transport to Holland

Fourth step: Checking unit and issuing CN (if unit is DOA), unless following is diagnosed after receiving the DOA unit:

- **If diagnosed as Customer Induced Damage (CID):** CN will deduct the costs of material + shipping + handling (40 EUR). Unit will not be returned to Distributor.
- **If No Trouble Found (NTF) DOA:** Unit will be returned to Distributor FOC.
- **DOA team will check HDD working hours and if unit has operating system date of activation in order to check is it request reasonable or not.** If found to be not eligible to DOA; unit will be returned to Distributor FOC.

Please also be informed that if ASUS goods are not sold to end users through distribution chain (dealer network) within the period of two years after POD date, ASUS manufacturer warranty will be void. In such cases, ASUS reserves the right to reject the repair under warranty condition, and repair can be done under Out-of-Warranty conditions.