

## WARRANTY BOOKLET FOR ACER HANDHELD N SERIES

### INTRODUCTION:

The Acer Handheld models, as specified in the Warranty Table, purchased from the Acer Authorised Distributors, Resellers or Retailers (Authorised Vendors) in the Middle East and North Africa Region shall be covered under warranty as per the instructions in this booklet. This policy is effective May 1<sup>st</sup>, 2003. \_

### TERMS OF WARRANTY:

#### *Warranty Statement:*

Acer Computer (M.E.) Ltd.. warrants the Acer Handheld Models, as specified in the Warranty Table, (excluding Expendable Parts) that are purchased from the Acer Authorised Distributors, Resellers or Retailers (Authorised Vendors) in the Middle East and North Africa Region\* against defects in materials or workmanship under normal use for the warranty period defined in the warranty table. Details of the warranty are set forth in the remaining sections of this booklet.

\*The Acer Middle East and North Africa Region Bahrain, Cyprus, Egypt, Jordan, Kuwait, Lebanon, Morocco, Oman, Pakistan, Qatar, Saudi Arabia, U.A.E. and Yemen.

#### *Warranty Table:*

Model	Parts Warranty (except Expendable parts)	Labour Warranty	Mode Of Service
N series	1 year	1 year	Carry In

The Acer Handheld also carries a one-year International Traveller's Warranty. For details, please refer to the International Traveller's Warranty 'Passport' booklet.

#### *Warranty Period:*

The warranty period of the Acer Handheld models, as specified in the Warranty Table, is one year, which commences from the date of purchase of the Handheld by the enduser.

#### *Warranty Identification:*

The purchase invoice showing the date of purchase of the Acer Handheld along with the serial number, is the proof of the date of purchase. This warranty extends only to the original purchaser and is non-transferable. If the original purchase invoice is not available, the warranty shall be as per the date of Invoice of the Handheld from Acer Computer (M.E.) Ltd. to its distributor. In the event of any dispute, the records of Acer Computer (M.E.) Ltd. shall be final.

#### *Service Scope:*

The Handheld will be serviced under the warranty period at Acer Computer (M.E.) Ltd., Dubai. The service consists of repair or replacement of parts covered by this warranty.

#### *Replacement of Parts:*

All exchanged parts and products replaced under warranty service will become the property of Acer. Acer reserves the right to replace defective parts with any serviceable used parts that meet the performance specifications of new parts.

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Due to frequent upgradation of the product, Acer Computers (M.E.) Ltd. reserves the right to make changes to this warranty booklet without any prior notice. Kindly refer to our website for the most updated version of this booklet.

*Mode of Service:*

The mode of service is 'Carry In', i.e. the Handheld has to be shipped to Acer Computer (M.E.) Ltd., Jebel Ali Free Zone, Dubai or brought in for the warranty service. The cost of shipment of the Handheld to Acer Computers (M.E.) Ltd. will have to be borne by the sender and the shipment should be on door delivery basis. The return freight cost shall be borne by Acer. The shipment shall normally be on door delivery basis, subject to local regulations, however,

- a. The customs duty and other levies at the destination point shall be borne by the receiver.
- b. In case the courier service is not available, the Handheld may be sent by Post/ Airfreight / Sea Freight and the charges for the customs duty along with other levies shall be payable by the receiver.

	<b>Freight Charges</b>	<b>Customs Duty and other levies</b>
From Sender to Acer Computers (M.E.) Ltd.	Sender Pays	Acer pays
Return after repairs from Acer Computers (M.E.) Ltd	Acer Pays	Receiver Pays

The sender is advised to insure the Handheld both ways at the time of shipment. Acer shall not be responsible for any loss/ damage to the product during transit. The sender must ensure that the Handheld is properly packed and it is advisable to use the original packing material to ship the Handheld.

*Turn Around Time:*

The warranty service will be performed within 10 business days from the date of receipt of the Handheld at Acer Computer (M.E.) Ltd., Dubai.

*Warranty Limitations:*

- 1. The warranty is limited to the handheld and its AC adapter. It does not cover the replacement of the handheld or its AC adapter. The carry case is not covered under warranty.
- 2. Please note that the battery is to be charged initially before usage. For disposal of discharged battery please refer to the instructions of the battery manufacturer.
- 3. Acer is not responsible for loss of data under any circumstances. The customer is responsible for backing up all data saved on the Handheld before bringing it in for the repairs.
- 4. The warranty shall be void if there is any damage due to misuse, tampering, physical breakage, transportation, weather, extreme temperatures, external electrical faults, liquid spills, shock or fall of the Handheld.
- 5. Acer is not responsible for any damage during transit of the Handheld to and fro for the repairs. The sender is advised to insure the handheld both ways and also ensure proper packing before shipment. The sender must ensure that the Handheld is properly packed and it is advisable to use the original packing material to ship the Handheld.
- 6. The warranty does not apply to any software that is sold along with or preloaded on the Handheld. Any software is provided 'as is' and Acer does not warrant that the software will be error free or that the software will meet your requirements.
- 7. Any third party or an Acer Authorised Service Provider for PC and Notebook business is not authorised to service the Handheld.

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8. The warranty does not apply if any defect arises directly or indirectly due to use of parts not sold by Acer.
9. The warranty does not apply to the normal wear and tear of the Acer Handheld or to Expendable parts. Expendable parts are those items that during the normal course of usage of the Handheld will require periodic replacement.
10. The warranty is applicable to only the Acer Handheld models, as specified in the Warranty Table, sold in the Middle East and North Africa region.
11. If any term in this booklet is preempted by or contrary to applicable provisions of the local law of the country where the Acer Product was purchased, then such term shall be preempted or superceded to the extent necessary in order to comply with such local law.

**EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, ACER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE DURATION OF THIS WARRANTY. IN NO EVENT SHALL ACER BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE ACER HANDHELD PRODUCT OR ANY ACER SUPPLIED SOFTWARE WHICH ACCOMPANIES THE ACER HANDHELD PRODUCT, EVEN IF ACER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR OR REPLACEMENT, AS APPLICABLE OR AVAILABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF THE ACER WARRANTY SET FORTH HEREIN.**

Some territories, provinces or countries do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some territories, provinces or countries do not allow limitations on how long an implied warranty lasts. In such territories, provinces or countries, the exclusions or limitations of this warranty may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from jurisdiction to jurisdiction. You are advised to consult the laws of the applicable territory, province or country for a full determination of your rights.

#### **HOW TO OBTAIN WARRANTY SERVICE**

The following procedure is to be followed in order to avail of the 'Carry In' warranty service for the Acer Handheld during the warranty period.

1. The customer is advised to take the Handheld to the Acer Direct Partner. The proof of purchase i.e. the original purchase invoice is to be presented to the Acer Direct Partner.
2. The Acer Direct Partner would physically inspect Handheld for warranty and submits the RMA (Return Material Authorization) form online to obtain the approval for the warranty service at Acer Computers (M.E.) Ltd. Dubai. The Acer Direct Partner is to ensure that the form is completely filled.
3. On Acer's approval of the RMA, the Acer Direct Partner will receive the confirmation through email along with the RMA number.
4. After the receipt of email confirmation, the Handheld may be shipped to Acer Computer (M.E.), Dubai for the warranty service. It is advised to ensure proper packing and insuring the product before shipping. Kindly refer to the shipment terms, which have been covered in the earlier section of this booklet.

5. After the service has been completed, the Handheld will be shipped back to the Acer Direct Partner.
6. The RMA number is valid for 15 business days after the approval, i.e. the Handheld has to be received at Acer Computer (M.E.) Ltd.. within this period, else the RMA number will be void and a new RMA has to be requested.

**GENERAL INFORMATION / ENQUIRY:**

For any further information or enquiry that you may have, you may contact our Call Center at:

Acer Computer (M.E.) Ltd.  
Customer Service Division  
P.O.Box 16951  
Jebel Ali Free Zone  
Dubai ,U.A.E.

U.A.E. Hotline : 800-4711  
Tel : 00971-4-8813111  
Fax : 00971-4-8811077  
Email : [HandheldRMA@acer-euro.com](mailto:HandheldRMA@acer-euro.com)  
Web : [www.acer.ae](http://www.acer.ae)