ASUS System Warranty Process
New Zealand

# ASUS DOA Claims

If you buy an ASUS Product and it stops working soon after you purchase it, you can claim for a Dead on Arrival (DOA) unit. For brand new non-refurbished ASUS branded Notebooks, All-in-One PC (AIO), and Desktops, you have **30 days** from the date of purchase to make a claim, and all claims must be made within **30 days** from the date of purchase.

If the Product fails after the DOA period, it will be treated as a warranty repair. For DOA Claim, you must initiate the DOA claim with ASUS within **30 days** of your purchase. Product is considered DOA if hardware issues prevent essential operation right out of the box.

1. The customer will return the faulty unit to the reseller within the DOA period.
2. The reseller will check for physical damage and confirm the fault.
3. If the fault cannot be easily seen, ASUS Support can be contacted on 0800 278 788 between 9 am and 6 pm NZST, excluding Public Holidays, for assistance.
4. The Serial Number and Fault Description will be required, and the Support Agent will assist in diagnosing the issue with the Product.
5. If DOA is confirmed, a Call Case will be generated to reference the call.
6. You can raise a claim, citing the Call Case.

# ASUS Warranty Policy

For support online, visit [www.asus.com/nz/support](https://www.asus.com/nz/support/).

Call ASUS Support on 0800 278 788, Monday to Friday, 9 am to 6 pm NZST, excluding Public Holidays.

Visit [www.asus.com/nz/support/article/1056](https://www.asus.com/nz/support/article/1056) for ASUS Notebook-specific Warranty information for Australia and New Zealand.

Returning the Product to the ASUS Repair Centre during the Warranty Period does not automatically mean that it will be repaired free of charge. Upon receiving the Product, ASUS reserves the right to check the validity of the Warranty and the request for Warranty service. Suppose the Warranty Period has lapsed or Damage (accidental or otherwise) to the Product impacts the Product’s operation and functions. In that case, a Service Charge List, consisting of an Assessment Fee (waived if the repair is accepted), Repair Fee (Labour and Parts) and Courier Fee (to return the Product), with an offer for repair will be provided, which may be accepted or rejected. If the repair is accepted, an invoice for the Repair Fee, Courier Fee and any other costs stated in the Service Charge List. The invoice must be paid within four weeks of the invoice’s date of issue. The repair will only be completed after the invoice is settled. If the repair is rejected, an invoice for the Assessment Fee and Courier Fee to return your Product will be issued and must be paid within four weeks of the invoice’s date of issue.

The estimated Repair Turnaround Time is Fifteen Workings Days, subject to part availability and workload; transit time is excluded. The Service Centre will update the customer if there is any delay.