

# Laptop and tablet warranty manual (part 1)

Whether your laptop or tablet is broken while in transit or has a serious problem after a few months of wear, you want to be guaranteed by the manufacturer. Each manufacturer will offer a different kind of warranty service for its product, which is why when you buy a product, you need to know: What does the warranty service cover?

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Warranty service is very complicated and there are many legal terms that very few people read or even read it is difficult to understand. Some manufacturers also require an additional fee. Here are some information about warranty service of Acer, Amazon, Apple, Asus, Dell, and Google firms, including warranty period, who pay shipping fees and upgrade equipment to make products. lost warranty or not.

## ACER



Acer's Aspire tablet and laptop all have a **1-year warranty period** , but with Acer Aspire S7-392-7837, S7-392-5454 and SW5-171P-82B3, the TravelMates product line, deadline The warranty will be 2 years, while the desktop will be 3 years. All products are entitled to 90 days of software support.

Acer's warranty service includes repair by authorized manufacturers or stores, replacement of products or parts with the same model or specifications. Acer will also refund if the product cannot be repaired or the customer chooses this method instead of repairing the product. Customers need to activate warranty service and register equipment with Acer to enjoy the service.

**Customers** will pay for shipping, insurance, taxes and other costs when sending products to a service center. The cost of returning the product to the customer will be paid by the company.

In addition, updating the hardware or RAM of the device will not cause the product to lose warranty but if the warranty stamp on the product is lost or faded, the product will not be warranted. Therefore, customers need to **avoid damaging the warranty stamp** in any case.

## AMAZON



Although Amazon does not produce many high-end devices, its Fire tablet is also favored by many users. Its standard warranty is pretty good, with shipping fees borne by 100% of manufacturers. Although the 7-inch Fire tablet series for only \$ 50 (more than 1 million VND) has just been released, it is only guaranteed for 90 days but for children and easily damaged products, the warranty is within 2 years. The remaining tablet products and Kindle E-Readers have a warranty period of 1 year.

Standard warranty for tablet and Kindle E-Readers products are **repaired by the manufacturer's fault** . Customers can choose to come to the authorized center or store to repair the product. In addition, Amazon also exchanged new products or refurbished products for customers. The company does not apply repair or exchange for damaged products due to user error except the Fire Kids Edition product line.

With the Kids Worry-Free warranty program, the Kid Edition tablet will be warranted when damaged by dropping. However, **the product will not be warranted if the user uses the wrong instructions or is burned or used for commercial purposes** .

**Amazon will pay for shipping** the product to the warranty center for repair or refund by sending the delivery note to the customer in advance. The company will also bear the cost of returning the product to the customer.

Any repairs or upgrades not performed by authorized service centers will void the warranty.

## APPLE



All Apple products have a **1 year warranty period and 90 days technical support** . Standard warranty includes repair by the manufacturer's fault and will not be warranted if the product is damaged by accident, fire, water fall or repair or upgrade by authorized service center perform. Disability will also not warrant for damaged components that are wear-free, such as batteries, and chemical damage caused by devices such as cables, mice, and other components attached to the device. In addition, any damage caused by natural phenomena will not be warranted.

Customer will be replaced, repaired or consulted when delivering products to a service center or authorized dealer. In some cases, Apple will require customers to fix their own products if the customer communicates with the staff via the network or the phone, and when the customer has brought the product to a service center or agent. then the employee will directly repair the product, not guide or give the parts to the customer.

For customers' repair of products and components, they will be sent to customers with instructions for repair. However, customers will not receive any compensation or warranty if any errors occur during the repair process.

If customers need to send products to the center, the **company will send free prepaid delivery paper** . In addition, Apple will also ship items to pack products to ensure the product does not encounter problems during shipping.

Replacement of components, including hard drives and RAM, will not void the warranty unless the customer uses components that are unsuitable or damage the product during the upgrade process.

## ASUS



For Asus, customers can get a longer warranty period for desktop products or warranted even if the product falls on ROG computers. Standard warranty of the company is quite good, in addition, the company will also have additional product warranty programs caused by the user.

Laptop products, desktop computers, Chromebooks, Hybrids and tablets have a warranty period of 1 year. **High-end desktop products will be covered by a 3-year warranty**, customers need to check the product to determine what kind of warranty service is applicable. High-end notebook products such as ROG products, will be covered by a warranty for 1 year even for defects caused by drop or nature.

Each warranty program includes repair or exchange of products. The shipping fee when sending products to the warranty center paid by anyone will depend on each product. The higher the price, the more money Asus will pay. Asus will pay the cost of sending products to customers.

Any changes or repairs not performed by an authorized service center or agent cause the product to lose warranty.

## DELL



The warranty of each product corresponds to the amount of money customers spend to purchase the product. Dell has all services from customer self-repair to on-site warranty.

**All PC, laptop and tablet products have a 1 year warranty period . The refurbished goods will be warranted for 90 days .**

The types of services of each Dell product will be different:

1. For PC, laptop and tablet: including repair and replacement of damaged products due to manufacturer's fault and warranty for errors caused by drop, water, fire or natural. However, customers must send products to the company, not to the warranty center.
2. For Alienware PCs and laptops: these products are warranted when there is a failure due to manufacturing errors or problems found by technical staff. However, the company will not guarantee the error caused by the user.
3. Online chat: Dell also has customer care services through online exchanges or phone calls, technical staff can also access customers' computers to repair equipment. All of these repair services are authorized by the warranty center, so the warranty will not be lost.

**Dell will pay for two-way shipping** when the customer sends the product to the center for repair or replacement, but the customer needs to include the product's packaging. In case the customer no longer holds the original box or asks the company to send additional packaging, the company will send the box to the customer with a fee to ensure the product has no problems during shipping. In addition, the replacement shipping fee for customers who install it will also be borne by the company.

The upgraded hardware and RAM do not cause the product to lose warranty, but the system error that occurs during the upgrade is the opposite. In addition, the warranty program will not apply to components that customers install additionally. Specifically, upgrading the graphics card, CPU and other components will void the warranty.

## GOOGLE



In fact, the Chromebook and Nexus tablet products are not produced by Google. Only Pixel is fully manufactured by Google and provided with warranty service but its repair service is incomplete, in addition to **shipping costs borne by customers**.

Google does not participate in the entire tablet production process, so it does not provide warranty service for these devices. Nexus series products are provided by different manufacturer warranty such as Nexus 4, 5, and 5X supplied by LG, Nexus 6 is Motorola, Nexus 6P is Huawei, Nexus 7 is Asus, Nexus 9 is HTC and Nexus 10 is Samsung. Most of these products have a 1 year warranty period including basic services and equipment repair.

For Chromebook Pixel, the product warranty period is 1 year in the US and 2 years in most European countries.

Google's warranty service includes Pixel product repair and does not apply when the product is damaged by a user error.

Changing the RAM of Chromebook Pixel will not cause the product to lose warranty. However, customers should not replace or remove the SSD hard drive following the machine, this will cause the product to lose warranty.

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