



Warranty: Counted 90 consecutive days, from the date of purchase.

The Warranty does not cover bundled accessories, which were delivered together with the product such as: cables, bag, etc.

If the product fails during normal and proper use within the Warranty period, must be had proof of the defect to Biostar. All procedement to repair or replace the defective parts of the product, or the product itself, will be notify in 15 working days.

Please note this warranty applies only if the product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. Please keep the original purchase invoice and preserve original condition, no physical damage (exclude damages sustained during transportation). This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-Biostar modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside Biostar control. Customer is responsible for return shipping expenses.

Exclusions from Biostar warranty

Does not warrant uninterrupted or error-free operation of this Product.

The warranty only covers technical hardware issues during the warranty period and in normal use conditions. It does not apply to software issues or customer induced damages or circumstances such as but not limited to:

- (a) The Product has been tampered with, repaired and/or modified by non-authorized personnel;
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (c) The warranty seals have been broken or altered;
- (d) Obsolescence;
- (e) Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;
- (f) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions;
- (g) Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;

- (h) Damage to the Product caused by an external electrical fault or any accident; check firstly the voltage, this product are design only for 220 volts and damage caused by incorrect voltage or plug;
- (i) Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;
- (j) Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
- (k) Unusability due to forgotten or lost security passwords;
- (l) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
- (m) Fraud, theft, unexplained disappearance, or willful act;

Except as provided in this warranty and to the maximum extent permitted by law, Biostar is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by Biostar. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to you.

Note:

Some service and/or spare parts may not be available in all countries.

Some countries may have fees and restrictions that apply at the time of service.

2. Return for refund within: 14 days

All returns with missing part(s) (including, but not limited to, accessories, manuals, original manufacturer packing materials and retail packaging) will not be processed until the part is received. Please note that returns due to change of mind (e.g. remorse purchases) are accepted back within 14 days of when you received the item.

In addition, remorse purchases have to be returned to us in original condition in original packaging with all internal packaging, contents and documentation. Alternatively, a restocking charge will be applied.

Return Instruction:

1. Log onto your Newegg.com account and find your order in order history, click on 'Request RMA from Seller' Button next to the order information.
2. On 'Compose Message Page', verify the order number you want to request return on the top of the page, choose 'RMA Inquiry' from the drop down menu, provide the item# (you can find on your order invoice e-mail) and the reason you want to return, and indicate you want to return for replacement or refund before click 'send message' button.
3. Once our Customer Service Representatives receive your inquiry, it will take us 24 - 48 hours to respond to your inquiry.
4. Once our Customer Service has verified your order information and approved for you to send the merchandise back to us, you will be provided with Return Merchandise Authorization (RMA) number for your return through e-mail. The e-mail contains RMA number, RMA details and important return shipping instruction. Read the instruction carefully before you ship your return merchandise back to us.
5. We strongly recommend you return your item in the same or similar packaging as they were delivered to you with all the original parts, accessories and menu/documentation included (any missing parts or accessories may result your return being rejected or your refund/replacement being delayed). Re-using the package your item came in is acceptable, as long as the packaging is in good condition and all previous addresses, tracking information and labels are removed.