

[Please customize into local process and language required]

Microsoft Operating System License Return & Refund Application

Country/Area of Application: **[TO BE FILLED IN BY LOCAL ASUS BRANCH]**

Dear Customer,

Thank you for purchasing an ASUS product. Our system products shipped with Windows operating systems are well tested for hardware and software compatibility to carry out premium performance. Based on your decision not to use Microsoft Windows and to give up the ownership of your Microsoft software license, you have requested a refund of the software license. Please follow below steps for application.

Terms and Conditions:

1. The request is only valid, if all of below are returned to ASUS and the application procedure is met.
 - a. **A copy of the invoice**
 - b. **The Recovery CD/DVD¹ and**
 - c. **The application form completely filled in with CAPITAL letters and in typing** [total 2 pages: the payment request form and the refund application form].

In case of any missing items, your refund application cannot be processed.

2. ASUS can only accept the request, if below criteria are met
 - a. The application is made within 14 days after the new product purchase date
 - b. The product is purchased from an ASUS authorized reseller in the country mentioned above.
 - c. A RMA number for the Microsoft OS License return is issued by ASUS
 - d. The RMA number is clearly stated on the package, which is sent to ASUS
 - e. The items required to claim the refund are fully completed **in typing with CAPITAL letters** and returned to ASUS within 14 days after the date ASUS issues the return number.
3. The refund request will be rejected for the below conditions:
 - a. the user has installed the operating system and registered with Microsoft
 - b. the Microsoft Certificate of Authenticity (COA) label is broken or damaged (see appendix 1)
 - c. The Recovery CD/DVD¹ seal is broken
 - d. The Proof of purchase is unavailable or out of the defined period (stated in point 2)
 - e. The application forms are not completely filled in
4. The user shall not use the Microsoft Windows License without any legal authorization afterwards.
5. ASUS shall not provide any support/warranty and shall have no responsibility for end-user self-installed software.
6. ASUS is not responsible for any items sent to ASUS without a valid RMA number.

Application Procedure:

1. Please fill in the request on-line or call ASUS helpdesk to get RMA (Return Material Authorization) number. **Please refer to <http://support.asus.com/service/> for local contact information.**
2. Remove the COA label from the bottom case of your Product carefully and paste it into the application form (COA field) - see appendix 1.
3. Fill in the Refund application form and the Payment request form completely in typing
4. Include a copy of the purchase invoice and the Recovery CD/DVD¹.
5. Mark the RMA number clearly on the package
6. Return the package to your local ASUS Branch on applicant's own cost.
7. **Return to: [TO BE FILLED IN BY LOCAL ASUS BRANCH]**

Microsoft OS refund application form

¹ **If delivered with the product**

To be filled in by End-user	
First Name and Surname:	<input type="checkbox"/> Mr. <input type="checkbox"/> Ms.
Contact Tel:	
Contact Address (Street, House No., Zip Code, City, Country):	
ASUS RMA No:	
ASUS Product Serial No:	
Purchase Date:	(YYYY / MM/ DD)
COA pasted here	

Refund Price: [insert applicable refund price for your country]

I hereby declare that,

1. I have bought the ASUS product in [insert applicable COUNTRY].
2. I have not activated the Windows operating system provided with my product.
3. I have not registered the Windows license provided with my product.
4. I have not made a copy of the Recovery CD/DVD².
5. I have deleted the preinstalled Windows operating system from the hidden partition.
6. I have not copied the License key and I have not released it to anyone else.
7. I accept the refund price of _____
8. I have read and I agree with the terms and conditions of ASUS for Microsoft OS License return & refund.

I herewith carry the legal responsibility for the correctness of the information provided on this form.

Customer Name (Printed): _____

Date and Customer Signature: _____

[APPENDIX 1]: Samples of correctly and incorrectly removed COA Labels:

IMPORTANT:

If the labels are broken, stained or taped ASUS will reject the return application. Please pay attention while removing the label.

Correctly removed COA Label Sample:

- Label is flat and complete
- Tape is not used
- Label is not stained
- Label is readable



² If delivered with the product