

Processor-in-a-box (PIB):

AMD provides up to three (3) year limited warranty on its line of processors sold through the AMD Processor in a Box Program. Your vendor will generally provide warranty service for the first 30 to 90 days, after which warranty service will be provided by AMD for the remainder of the warranty. To obtain a prompt exchange, AMD recommends contacting the vendor or system builder as a first attempt for warranty services. If your vendor is unable to provide warranty service, you are unhappy with the vendor's support or you are outside of your vendor's warranty period, you may submit a warranty request directly to AMD.

- The 3 year limited warranty applies to the processor and heatsink/fan (HSF) provided in the PIB package.
- The 2 year limited warranty applies to FX series processors in a box without fan (WOF) with OPN:
 - FD9370FHHKWOF
 - FD9370FHHKWOX
 - FD9590FHHKWOF
 - FD9590FHHKWOX
 - FD9370FHHKBOF
 - FD9590FHHKBOF

Original Equipment Manufacturer (OEM) / Trade Product:

Warranty for OEM / trade products is provided exclusively by your vendor or system builder for the period agreed to at the time of purchase. AMD does not provide any additional or supplemental coverage to the warranty offered by your vendor. Please contact your vendor or system builder, or refer to the warranty documentation that accompanied your purchase, for all non-boxed processor warranty issues.

Refer to <http://www.amd.com/warranty> for more information.

OEM processors are sold in bulk with no additional hardware or documentation to vendors or system builders for the purpose of manufacturing and sale of prebuilt computer systems. Some vendors or system builders may package and sell OEM processors directly to its customers. Through this process, AMD cannot guarantee that the processor was properly handled, packaged, installed or used with compatible components and therefore does not provide warranty directly for the end user.

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The limited warranty does not cover damages due to external causes, including improper use, problems with electrical power, accident, neglect, alteration, repair, improper installation, or improper testing.

AMD does not warrant that your AMD processor will be free from design defects or errors known as "errata". A description of the current characterized errata may be found at www.amd.com or is available upon request.

The 3 year limited warranty applies to the processor and HSF provided in a Processor-in-a-Box (PIB) package.

Upon requesting warranty, be prepared to provide:

- Name, address, telephone number and email address
- Proof of purchase
- The part number or description of the boxed processor
- Serial number found on box and/or processor
- A description of the computer system including the brand and model
- An explanation of the problem

If the warranty request is approved, you will be required to send in your processor. If requested by an AMD Customer Care agent, you may also be required to send in the heatsink /fan (HSF) that was packaged with the processor. The box and/or packaging materials themselves will not be required to process your warranty

To obtain warranty service for your AMD Processor in a Box, contact your computer system manufacturer or distributor during the systems warranty period. After your computer system warranty has expired, you can submit a warranty request to AMD Customer Care. To submit a warranty claim visit <http://www.amd.com/warranty>.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.