

Warranty Service: Mobile Processors

Step 1 – Determine the System Builder

AMD's warranty on processors only extends to customers who have purchased sealed, retail-packaged processors in a box.

Mobile processors come preinstalled in notebooks, laptops, netbooks and some other unique desktop configurations. In all cases, warranty service is provided by the system builder. System builders can range from small, local computer stores and online vendors, to large original equipment manufacturers (OEMs) such as DELL, Hewlett Packard or Gateway.

If the processor was purchased separately and was not sold in a sealed, retail-packaged box, the processor is considered to be OEM. Warranty service will be provided by the point of purchase and not AMD.

Common examples of system builders and OEMs:



To request warranty information, please contact your [system builder](#).

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.