

MSI General Product Warranty Policy

***The information provided on this website is for information only. MSI seeks to provide accurate and timely information, nevertheless, there may be inadvertent technical or factual inaccuracies and typographical errors, for which we apologize. We reserve the right to make changes and corrections at any time, without notice.**

Notebook

Remarks

In accordance with original manufacturer's products serial number/barcode, notebook products are warranted for 24 months hardware by original manufacturer or purchase date after registering online.

Complete Set of Notebook:

In accordance with original manufacturer's products serial number/barcode, it is warranted for 12 months repair service from its manufacture date or purchase date after registering online.

Hardware parts:

Motherboard, CPU memory, LCD, HDD / **In accordance with original manufacturer's products serial number/barcode**, it is warranted for 24 months repair service from its manufacture or purchase date after registering online.

Battery (categorized as Consumable) Adapter / **In accordance with original manufacturer's products serial number/barcode**, it is warranted for 12 months repair service from its manufacture or purchase date after registering online.

Software:

Pre-installed Software (including software disk) / **In accordance with original manufacturer's products serial number/barcode**, it is warranted for 24 months repair service from its manufacture or purchase date after registering online.

Software included with the notebook (data, Software CD or Floppy Disk) / **In accordance with original manufacturer's products serial number/barcode**, it is warranted for 1 month faulty parts replacement from its manufacture or purchase date after registering online.

MSI NB LCD Panel Dot Standard: About LCD Panel Dot warranty standard, please refer to [here](#)

Product Registration

Please make sure you register [online](#) to ensure the warranty date starts at the date of purchase.

Warranty Exclusions

1. The following circumstances excluded from warranty coverage
2. Product damage caused by catastrophes, thunder stroke, faulty electric power and environmental factors.
3. Defacing of product labeling (label alterations and falsifying, serial number missing, serial number no longer discernible, serial number invalid). All serial numbers are recorded and tracked for warranty purposes
4. Unauthorized changes of non MSI parts, modifications or alterations , parts removal in or to the products
5. Damage caused by operator error or operator fails to comply user manual instruction, such as , but not limited to improper storage resulting in product get wet, corrosion, fell off, squeezed or exposed to inadequate temperature/humid environment.
6. Internal or external consumable items of the product itself such as battery, earphone, etc.
7. Accessories or packing material such as boxes, user manual, etc.

To Verify the Original Manufacturer Barcode

Example 1. 865PE NEO2-PLS 0402XXXXXX.

(865PE NEO2-PLS refer to product name,0402 represents manufacture year as 2004, subsequent 2 digits represent manufacture month as February)

Example2. 42SXXXXXX

(42 represents its manufacture date as February'2004 by MSI)



(Please find the model name from notebook back face)
-U100

