

Warranty Service: Workstation Graphics Products

Step 2 – Contact Your Warranty Service Provider



Products Manufactured by AMD:

Please use our warranty service [form](#) to request warranty service for retail-packaged products manufactured by AMD only.



The following will be required:

- Product part number
- Product serial number

NOTE: Proof of purchase may be required

- [If your product is manufactured by AMD, continue to Step 3: Request Warranty Service](#)

Board part and serial numbers are typically found on white or green stickers. They will not be imprinted on the board itself.

Warranty Service: AMD Radeon™ Graphics and ATI Wonder Products

Step 2 – Determine the Partner Manufacturer

Most current AMD Radeon graphics cards and ATI Wonder products are manufactured by our partners. These products are developed using AMD technology and will often clearly be marked with our partner's name and logos. Warranty for these products is provided by the partner manufacturer.



Ways to determine the partner manufacturer:

- Inspect the box for the company name
- Check manuals and install discs for the company name
- Check the receipt for the company name
- Inspect the product for the company name
- Use an Internet search engine for the part number or serial number
- Contact the point of purchase to determine what partner produced the product that was sold



To request warranty information, please contact your [partner manufacturer](#).

Warranty on Products Manufactured by AMD

AMD offers warranty service on select products purchased as sealed, retail-packaged items.

- [If your product is manufactured by AMD, continue to Step 3: Request Warranty Service](#)

Board part and serial numbers are typically found on white or green stickers. They will not be imprinted on the board itself.

Warranty Service: Mobility Graphics Products

Step 1 – Determine the System Builder

Warranty is provided by the system builder that installed the graphics card into their pre-built computer package. System builders can vary from smaller, local computer shops and online vendors, to larger original equipment manufacturers (OEMs). For example, Mobility Radeon graphics and Wonder products as well as professional workstation graphics products are commonly licensed by OEMs and use AMD's brand to market the product. These products come bundled in pre-built systems and can be custom-built to unique specifications. As such, these products are under warranty by the system builder only.

Common examples of system builders and OEMs:



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

Warranty Service: Retail CPUs Purchased New in Box

Step 2 – Determine What is Not Covered by Warranty

1. Try to determine if your processor defect is covered by warranty (see examples below). AMD is not liable under warranty if, through testing and examination, it is AMD's reasonable opinion that the alleged defect or malfunction of the CPU has been caused by misuse, neglect, improper installation or testing.
2. Remove the processor from the other components before you return it. Warranty service requires that only the processor be returned. Do not return the heat-sink and fan that was packaged with your processor. Upon receipt of the processor, AMD will inspect for mechanical damage and test it.

Check [AMD Processor and heat sink uninstall instructions](#)

Common examples not covered by warranty:

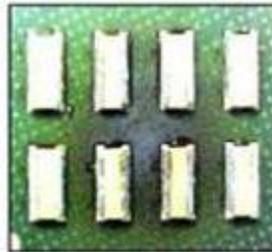
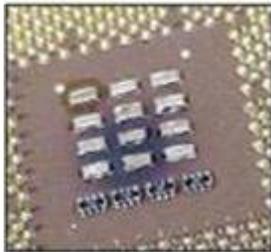
Chips and Cracks



Bent and/or Damaged Pins



Burnt and/or Heated Damaged Processors



3.

- [Continue to Step 3: Provide Required Product Information](#)
- [Mobile Processors](#)
- [Mobility Graphics Products](#)
- [OEM Processors](#) Currently selected
- [Radeon Graphics & Wonder Products](#)
- [Retail Processors Purchased New in Box](#)
- [Workstation Graphics Products](#)

[Drivers + Support](#) > [Warranty](#) > OEM Processors

Warranty Service: OEM 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.

If the processor came pre-installed in the system, warranty will be 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 consider 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](#).

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)s 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 consider 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](#).

<http://support.amd.com/en-us/warranty/rma>

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.