

PROLiNK® Netbook/ Notebook Limited International Warranty Information

1. General Terms and Conditions

Effective January 1st, 2010, Fida International (S) Pte Ltd., hereunder PROLiNK, offers a Twelve (12) months limited international warranty on selected PROLiNK Branded Netbook/ Notebook products only, hereunder Product from the manufacturing date. If customer registers the Product online, the limited warranty will become Twelve (12) months from the original date of purchase*. The limited warranty is under no circumstances transferable to any other party that is not the original buyer of the Product, and only covers Products that are purchased from PROLiNK's authorized distribution network.

Under the terms of the carry-in warranty, the customer is required to send in the defective Product to the authorized PROLiNK service centres for warranty repair. In the case that the customer chooses to send in the item via a transportation service, the customer must prepay any charges, taxes, or duties associated with shipping of the product to and from the service location. In addition, the customer remains responsible for insuring any product shipped or returned to an authorized service location, and assumes the risk of loss during shipping.

PROLiNK will repair or by any other efforts restore the defective Product to its working condition as originally configured by PROLiNK. PROLiNK is not responsible for any subsequent installation by any third party vendor or the owner. This warranty policy **DOES NOT** apply to PROLiNK barebone or OEM Products.

Note: PROLiNK strongly recommends that customers register their Products after purchase. Please go to <http://www.prolink2u.com/register> to register your Product.

* Original proof of purchase is required for Product registration

2. Limited Warranty

Within the valid limited warranty period applied to the Product, Customer may contact the authorized PROLiNK service centres for warranty service only when the Product purchased becomes defective under proper usage, the limited warranty is under no circumstances transferable to any other party that is not the original buyer of the Product. The limited warranty **DOES NOT** cover cosmetic damages, damage or loss to any software programs, data, or removable storage media, or damage due to the following;

- (1) Accident, misuse, abuse, negligence, commercial use or modifications of the Product;
- (2) Improper operation or maintenance of the Product;
- (3) Connection to improper voltage supply;
- (4) Attempted or unauthorized repair by any party other than PROLiNK's authorised service partners.
- (5) The warranty seals have been broken or altered.

The limited warranty **DOES NOT** apply when the malfunction results from the use of the Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by PROLiNK that there is no fault with the Product itself.

PROLiNK is **ONLY** responsible for the PROLiNK branded Products purchased from our authorized distribution network. The limited warranty service is not, in any way, applicable for any operating system or software configured in the Product. The customer's dated sales receipt, showing the original date of purchase of the Product should be kept as the customer's proof of purchase. The customer may, as requested by PROLiNK, need to provide

the proof of purchase of the Product when attempting to make use of the limited warranty service.

The following items (inclusive but not limited to) are covered under this warranty.

CPU, HDD, MEMORY, MOTHERBOARD, MXM GPU (if any), KEYBOARD, TOUCHPAD, AUDIO DEVICES, OPTICAL DRIVES (DVD/CD-RW Combo, DVD Dual Layer Burner), LCD*, Wireless Module, Bluetooth Module (if any), built-in buttons, built-in webcam.

* The LCD (Liquid Crystal Display) is covered for one (1) years only. Limited one (1) LCD claim per year

Note: The primary battery is covered for 1 year only. Accessories (inclusive but not limited to) such as mouse and/or carrying bag will not be covered by the warranty except in cases of DOA.

LCD (Liquid Crystal Display) Screen Pixel Policy:

All notebook displays utilise TFT* technology, manufactured according to high industry standards, to guarantee trouble-free personal computing. Nevertheless, your display may come with cosmetic imperfections which appear as small bright or dark spots. This is common to all LCD displays and cannot be avoided by any of our models. These imperfections are caused by one or more defective pixels or sub-pixels. PROLiNK follows the standard pixel policy within the industry.

Following the industry standard, PROLiNK warrants a defective LCD display as having 5 or more bad pixels*. It's required that users to contact the authorised dealer or PROLiNK within 30 days from the invoice date for a replacement.

* 5 abnormal pixels for all LCD displays for all 14" or smaller screens.

* TFT LCD is a variant of LCD uses Thin Film Transistor Technology to improve image quality.

3. Labour

Within the limited warranty period applied to the Product, PROLiNK will repair defects in the Product at no additional charge. After the limited warranty period, the customer can choose to have the Product repaired on a fee basis.

4. Parts

Within the limited warranty period applied to the Product, PROLiNK will repair or replace the defective parts of the Product. After the limited warranty period applied to the Product, Customer can choose to have the parts of the Product to be repaired or replaced on a fee basis.

5. Protection/ Back Up of Stored Data

With respect to all services provided, it is Customer's responsibility to backup the contents of your hard drive, including any data you have stored or software you have installed on the hard drive. It is likely that the contents of your hard drive will be lost or reformatted in the course of service and PROLiNK will not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any Product

serviced. IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DRIVE ARE ALTERED, DELETED, OR IN ANYWAY MODIFIED, PROLiNK WILL NOT BE HELD RESPONSIBLE WHATSOEVER. THE CUSTOMER'S PRODUCT WILL BE RETURNED AS ORIGINALLY CONFIGURED WHEN MANUFACTURED/ PURCHASED.

6. Warranty on Batteries and Accessories

The primary battery that originally comes with the PROLiNK Notebook is covered under warranty for one (1) year only. Within the limited warranty period of one (1) year applied to the Battery, PROLiNK will repair or by any other efforts attempt to restore the batteries that have originally come with the Product to their working condition as originally configured by PROLiNK.

Accessories that come with the notebook or netbook (inclusive but not limited to) the mouse and/ or carrying bag will not be covered by the same warranty except if dead on arrival (DOA).

7. Technical Support for PROLiNK Notebook Products

PROLiNK technical support will provide technical assistance only on hardware components or the Product itself as a whole. If the Product is determined defective and repair services are required, PROLiNK technical support will assist the customer to obtain a RMA number for returning the defective Product to PROLiNK for repair.

8. RMA Services for PROLiNK Netbook/ Notebook Products

The customer should first contact the authorised PROLiNK technical support centre with their service request and obtain a RMA number from the respective authorised PROLiNK RMA department prior to returning the defective Product to PROLiNK.

The customer will then need to arrange to return the defective Product to the authorised PROLiNK service centre within fourteen (14) working days from the RMA issuance date.

In cases where a specific part which is no longer manufactured, the current closest functionally equivalent Replacement Equipment will be arranged for the customer after PROLiNK Technician has determined that Replacement Equipment is necessary.

9. Shipping

As the warranty covers only carry-in services, the customer must prepay any charges, taxes, or duties associated with shipping of the product to and from the service location should he/ she choose to send this in via a transportation service. In addition, the customer remains responsible for insuring any product shipped or returned to an authorized service location, and assumes the risk of loss during shipping.

We strongly suggest customer insure the package; PROLiNK is not responsible for any loss or damage to the Product during the shipping if the customer does not insure or pack the Product properly.

Customers are advised to remove all third party hardware, software, features, parts, options, alterations, and attachments not warranted by PROLiNK prior to sending the Product to PROLiNK for service. PROLiNK is not liable for any loss or damage to these items.

List of Authorised PROLiNK Service Centres

BANGLADESH

Computer Source Ltd

Address: House #8/14 Block #C Lalmata, Dhaka – 1207 (west side of Minar Mosque)

Hotline: (880) 2 81001725

BRUNEI

Paradise Communication

Address: No.8 1st Floor Batu Bersurat Shopping Complex, Gadong BE3519, Bandar Seri Begawan, Brunei

Hotline: (673) 2422762

Fax: (673) 2456237

CAMBODIA

PSC Computer Center

Address: Street 169, Sangkat Veal Vong, Khan 7 Makara, Phnom Penh, Cambodia

Hotline: (855) 23 999992

PTC Computer Technologies

Address: #250, 252 Monivong Blvd, Sangkat Boeung Raing, Khan Doung Penh, Phnom Penh, Cambodia

Hotline: (855) 23 222212

Fax: (855) 23 222244

INDONESIA

PROLiNK Indonesia

Address: Jalan Cideng Barat No. 79, Jakarta Pusat 10150, Indonesia.

Hotline: (62) 21 34831777

Support Email: support@prolink.co.id

Operating Hours: Mon - Fri, 0900 - 1800

(Closed on Sat, Sun & Public Holidays)

IRAN

Tara Parvar Trading

Address: Pelak 2, 1st floor, number 18, Imam Zaman Alley, Nabovat Sq. Narmak Ave. Tehran Iran

Sales: (98) 21 77942729 / (98) 21 77943208

Technical: (98) 21 77946974

Fax: (98) 21-77954043

MADAGASCAR

Computer & Electronics

Address: Lot II W 23G Ankorahotra – 101, Antananarivo – Madagascar

Hotline: (261) 320532543

Fax: (261) 202232678

Operating Hours: Mon - Fri, 0800 – 1900, Sat 0800-1200

(Closed on Sun & Public Holidays)

MALAYSIA

Fida Systems (M) Sdn Bhd

Address: 29 Jalan USJ 1/31, 47600 Subang Jaya, Selangor Darul Ehsan, Malaysia.

Support Hotline: (603) 8023 9151

Support Email: support_my@fida.com

Operating Hours: Mon - Fri, 0900 - 1800

(Closed on Sat, Sun & Public Holidays)

MAURITIUS

Pascal Computer Services Limited

Address: 40/42 Saint George Street, Port Louis, Republic of Mauritius

Hotline: (230) 4640153

Fax: (230) 4660654

MYANMAR

KMD Computer Group

(I) Address: No.174-182, Pansodan Rd., (Middle), Kyauktada Tsp., Yangon, Myanmar.

Hotline: (951) 245180/ 385177/ 384109/ 204071

Operation Hours: 9:00 am - 6:00pm

(Mon-Sun) Open Daily

(II) Address: No.331, Pyay Rd. (Near Mahar Myaing Bus Stop), Sanchaung Tsp., Yangon, Myanmar.

Hotline: (951) 502244/ 503522

Operation Hours: 9:00 am - 8:00pm

(Mon-Sun) Open Daily

(III) Address: No.103/1, 77th Str., Between: 27th x 28th Str., Chanayetharsan Tsp., Mandalay, Myanmar.

Hotline: (952) 60239, 60360

Operation Hours: 9:00 am - 6:00pm

(Mon-Sun) Open Daily

NEPAL

SHTC International P. Ltd. (SHTC Care)

Address: 3F-01 Sherpa Mall, Durbar Marg, Kathmandu.

Support Hotline: (977-1) 4222571, 4231240.

Support Email: service@shtcnepal.com

Operating Hours: Sun - Fri, 1030 - 1830

(Closed on Sat & Public Holidays)

SINGAPORE

Fida International (S) Pte Ltd

Address: Blk 16, Kallang Place, Unit #06-02, Singapore 339156

Support Hotline: (65) 6357 0666

Support Email: support@fida.com

Operating Hours: Mon - Fri, 0900 - 1745

(Closed on Sat, Sun & Public Holidays)

SRI LANKA

SALA Enterprises

Address: #81, Nugegoda Road, Pepiliyana, Sri Lanka

Support Hotline: (94) 115577997

Fax: (94) 112820600

Operating Hours: Mon - Fri, 0800 – 1700, Sat 0800-1300

(Closed on Sun & Public Holidays)