

# Microsoft Operating System License Return & Refund Application

Country/Area of Application: Benelux

Dear Customer,

Thank you for purchasing an ASUS product. Our system products shipped with Microsoft Windows operating systems (hereinafter "Microsoft OS") are well tested for hardware and software compatibility to carry out premium performance. Based on your decision not to use Microsoft OS and to give up the ownership of your Microsoft OS License, you have requested a refund of the Microsoft OS License. Please follow below steps for application.

## Terms and Conditions:

1. The request is only valid, if all of below are returned to ASUS and the requirements from the application procedure are met.
  - a. **A copy of the invoice**
  - b. **The Recovery CD/DVD if delivered with ASUS product**
  - c. **For Windows 8 or later: A copy of the warranty card showing the Product's serial number and**
  - d. **The application form completely filled in with CAPITAL letters and in typing** [total 2 pages: the payment request form and the refund application form].In case of any missing items, your refund application cannot be processed.
2. Subject to section 3, ASUS will only accept the request, if below criteria are met:
  - a. The application is made within 30 days after the ASUS product purchase date.
  - b. The ASUS product is purchased from an ASUS authorized reseller in the country mentioned above.
  - c. The ASUS product is not refurbished products.
  - d. An RMA number for the Microsoft OS License return is issued by ASUS
  - e. The RMA number is clearly stated on the package, which is sent to ASUS
  - f. The items required to claim the refund are fully completed **in typing with CAPITAL letters** and returned to ASUS within 14 days after the date ASUS has issued the RMA number.
3. The refund request will be rejected if any of the situations mentioned below applies:
  - a. The Microsoft Certificate of Authenticity (COA) label is broken or damaged (see appendix 1).
  - b. The Microsoft Certificate of Authenticity (COA) 5\*5 product key does not match the hardware system serial number.
  - c. The seal of Recovery CD/DVD delivered with ASUS product is broken.
  - d. The proof of purchase is unavailable or the date of purchase lies outside of the defined period stated in section 2a.
  - e. The application forms have not been completely filled in.

4. You shall not use the Microsoft OS that is to be returned after refund process has been started.
5. ASUS shall not provide any support or warranty and shall have no responsibility for end-user self-installed software.
6. ASUS is not responsible for any items sent to ASUS without a valid RMA number.

**Application Procedure:**

1. Please fill in the request on-line or call the ASUS helpdesk to get an RMA (Return Material Authorization) number. Please refer to <http://support.asus.com/Hotlines.aspx> for local contact information.
2. Fill in the Refund application form and the Payment request form completely in typing.
  - a. For Microsoft OS versions before Windows 8: Remove the COA label from the bottom case of user's ASUS product carefully and paste it into the application form (COA field) (see appendix 1).
  - b. For Microsoft OS versions Windows 8 or later version: Provide the last 5 digits of the 5\*5 product key to the ASUS call center **and** fill it in on the RMA request **AND** provide a copy of the Warranty Card which shows the Product's serial number.
3. Include a copy of the purchase invoice and the Recovery CD/DVD delivered with ASUS product.
4. Mark the RMA number clearly on the package
5. Return the package to your local ASUS branch at your own cost.
6. Return to: [TO BE FILLED IN BY LOCAL ASUS BRANCH]

## Microsoft OS refund application form

To be filled in by End-user	
First Name and Surname:	<input type="checkbox"/> Mr. <input type="checkbox"/> Ms.
Contact Tel:	
Contact Address (Street, House No., Zip Code, City, Country):	

RMA NO	SERIAL_NO	Purchase Date	COA LABEL (for all Windows versions before WIN8) or FILL IN last 5 digits of 5*5 product key for WIN8)	Refund Price
XXXXXX XXXX	XXXXXXXXXX XXXXX		XXXXX	€ 50,00
			Stick here COA Label or fill in last 5 digits of 5*5 product key	
			Stick here COA Label or fill in last 5 digits of 5*5 product key	

I hereby declare that,

1. I have bought the ASUS product in Holland
2. I have not made any copy of the Recovery CD/DVD.
3. I have deleted the preinstalled Windows OS from the hidden partition.
4. I have not copied the License key and I have not released it to anyone else.
5. I accept the refund price stated above. \_\_\_\_\_
6. I have read and I agree with the terms and conditions of ASUS for Microsoft OS License return & refund.

I herewith carry the legal responsibility for the correctness of the information provided on this form.

**Customer Name:** \_\_\_\_\_

**Date and Customer Signature:** \_\_\_\_\_



**[APPENDIX 1]: Samples of correctly and incorrectly removed COA Labels:**

**IMPORTANT:**

If the labels are broken, stained or taped, ASUS will reject the return application. Please pay attention while removing the label.

**Correctly removed COA Label Sample:**

- Label is flat and complete
- Tape is not used
- Label is not stained
- Label is readable



**Incorrectly removed COA Label Sample:**



- Broken/stained labels:
- Used tape



- Unable to identify the wording

