

Limited Regional Traveler's Warranty

For All Gateway Notebooks

Gateway Limited Regional Traveler's Warranty

This Gateway Limited Regional Traveler's Warranty ("RTW") confers upon the original purchaser of any Gateway Notebook and, if applicable, the current lawful successor in interest of the RTW if such Product has been sold or transferred to new users (hereinafter the original purchaser and the current lawful successor are called the "Customer" or "Customers") specific rights and remedies. The law of the country in which you reside may give you different and more expansive rights and remedies, and the provisions of this RTW shall not operate to impair or abridge any rights or remedies you may have under such local laws subject to the Limitations and Exclusions described under the RTW in Section B. As used in this document, "Gateway" refers to the Company in the country where the Gateway Notebook was first sold to an end-user Customer by Gateway or its Authorized Resellers. Please refer to Section C of this RTW for the detail of the Gateway company responsible for the RTW coverage of the Gateway Notebook which you have purchased.

ALL REGIONAL TRAVELER'S WARRANTY SERVICE PROVIDED UNDER THIS RTW IS PERFORMED SOLELY AND EXCLUSIVELY UNDER THE TERMS AND CONDITIONS SET OUT IN SECTION B OF THIS WARRANTY BOOKLET.

Where is the Gateway RTW valid?

The Gateway RTW is supplemental to the local warranty which covers your Gateway Notebook under the separate Limited Product Warranty ("Local Warranty") as set out in Section A and which applies only in the country where your Gateway Notebook was first originally purchased. The Gateway RTW applies only in countries outside the geographic area of coverage of your Local Warranty where Gateway RTW Service Centers are located but within only the countries in the Asia-Pacific Area which are listed in Section C of this Warranty Booklet.

Gateway reserves its full rights at any time to add or delete countries and/or any Gateway RTW Service Centers.

Who may claim for the RTW services?

During the Term (as defined below) of the Gateway RTW, only "bona fide travelers" who are in possession of a copy of the original sales invoice of the Gateway Notebook and who are not of the nationality of the country where the RTW service is to be performed (but where such persons are permanent residents of any country at the time of requiring the RTW warranty services they will be excluded from this prohibition) may bring claims under this Gateway RTW.

For purposes of this Gateway RTW, a "bona fide traveler" is a person temporarily and for a consecutive time period of up to three (3) months) present outside the territorial scope of the Local Warranty covering the respective Gateway Notebook.

Gateway's RTW Service Centers may require reasonable proof of residency to verify the bona fide traveller status of any of Gateway's customers.

Customers establishing a temporary residence exceeding three (3) months outside the geographic area of validity of the Local Warranty covering their Gateway Notebook are encouraged to enter into a service agreement with a local authorize Gateway representative.

Term of the RTW: One year from the commencement date of the Local Warranty.

How to obtain the RTW service?

If your Gateway Notebook qualifies for service under the Gateway RTW, you are entitled to "carry-in service" at Gateway's RTW Service Centers.

Turnaround Time.

Subject to the Warranty Limitations set forth below, Gateway's RTW Service Centers shall endeavor to perform the services covered under the Gateway RTW within five (5) business days from day of receipt of your Gateway Notebook.

Warranty Limitations.

- The Gateway RTW is limited to the Gateway Notebook and its AC adapter. It does not cover the replacement of the Gateway Notebook or its AC adapter. Service performed on accessory items is subject to charge and local availability.
- Any software that accompanies any Gateway Notebook is provided "as is". Gateway does not warrant that the operation of any or all of the software programs preloaded or added to the Gateway Notebook computers is uninterrupted or error free or that it will meet your requirements. The customer is responsible for providing the "Recovery and Software Back Up" disks to recover the hard disk if that is necessary. Gateway shall not be responsible for loss of data under any circumstances. Customers are encouraged to back up all data stored on the hard disk of their Gateway Notebook before bringing that Notebook in for repair.
- Localized components (i.e. Japanese language keyboards, modems designed for use in Japan etc.), will be serviced with parts conforming to the technical standards of the country where the Gateway RTW Service Centers performing the service is located. For example, if your Gateway Notebook is equipped with a Malaysian English-style keyboard, and you travel to Japan where your keyboard requires service, your Malaysian English-style keyboard will be replaced with a Japanese-style keyboard.
- Any Gateway Notebook covered under this Gateway RTW is guaranteed to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture, provided any resulting claims are made within the Term of this Gateway RTW. If a defect of your Gateway Notebook is covered by Gateway's RTW, Gateway will repair or replace any defective parts and correct any problems resulting from poor workmanship free of charge. Gateway reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under the Gateway RTW.
- For the avoidance of doubt, this Gateway RTW does not entail a warranty of functionality or any obligation to repair or replace a defective Gateway Notebook if that defect is a result of ordinary wear and tear, physical breakage, improper installation or connections, external electrical faults, accidents, use under conditions other than normal working conditions, software-induced problems (e.g. virus attacks), abuse or modifications to the Gateway Notebook. Any service, repair or replacement not within the scope of Gateway's RTW coverage shall be subject to the rates and terms of Gateway's RTW Service Center performing such services.
- EXCEPT FOR THE WARRANTIES SET FORTH IN SECTION B OF THIS WARRANTY BOOKLET, GATEWAY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.
- IN NO EVENT SHALL GATEWAY BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE GATEWAY NOTEBOOK OR ANY GATEWAY SUPPLIED SOFTWARE WHICH ACCOMPANIES THE GATEWAY NOTEBOOK, EVEN IF GATEWAY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR OR REPLACEMENT, AS APPLICABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF THE GATEWAY LIMITED REGIONAL TRAVELER'S WARRANTY SET FORTH IN SECTION B HEREOF.

- Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages. If this is so, the above limitation or exclusion may not apply to you. This warranty grants you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.
- Gateway hereby fully reserves their rights from time to time to add, delete and/or make any amendments to the provisions contained in Section B of this Warranty Booklet and to the Gateway RTW Service Centers listed in Section C of this Warranty Booklet which it deems necessary to comply with any changes in any applicable laws, enactment, regulation and/or statutory provision governing this RTW.

GATEWAY Notebook Support

1. You are welcome to contact the local Gateway Call Center for any information on how to obtain RTW services in the country where you will be. Please refer to the back cover of this Warranty Booklet for List of Gateway's Call Centers for contact information.

Service Request

For those Customers who qualify for the RTW service, Gateway's RTW Service Centers will provide you with the necessary services and supports for your Gateway Notebook.

2. Please have the following information ready when calling, faxing or visiting the local Gateway RTW Service Center:
 - Your Name / address / contact phone number
 - Serial Number / Product model
 - Proof of purchase
 - Description of upgrades, additions and/or changes made to the product
 - Brief description of the symptoms

Service Center Location

Sydney - Australia
Acer Computer Australia Pty Ltd.
 Unit 7-8, 145 Arthur St.
 Flemington (Sydney)
 MSW2140, Australia
 Tel: 1300-308-056
 Fax: +61-2-9764-3429

Auckland - New Zealand
Acer Computer New Zealand Ltd.
 407 Great South Road
 Greenlane, Auckland
 Tel: 64-9-969-5600
 Fax: 64-9-526-5002

Bangalore - India
Acer Customer Service Center
 C/O Compherals
 2A Alsa Glendridge
 32 Langfort Road
 Banglaore – 560025, India
 Tel: 1-800-11-6677
 Fax: 91-80-22296068

New Delhi - India
Acer Customer Service Center
 C/O Digital Solutions
 K-39, Central Market
 Lajpat Nagar – II (opposite Home Saaz)
 New Delhi – 110024, India
 Tel: 1-800-11-6677
 Fax: 91-11-2625-3199

Jakarta – Indonesia
AcerIndonesia ServiceCenter
Mangga Dua Square Blok A No. 1 & 2
Jalan Gunung Sahari Raya No. 1
Jakarta 14420
Indonesia
Tel: 62-21-2650 7777
Fax: 62-21-62312997

Jakarta - Indonesia
Acer Care Indonesia (Branches)
Ratu Plaza Fl#3rd No. 29-31 Jl. Jend.
Sudirman Kav. 9 Jakarta 10270
Tel: 62 -21-571 0993'
Fax: 62-21-7397344

Surabaya - Indonesia
Acer Service Center Indonesia (Branch)
Hitech Mall Block B/5-6
Jl. Kusuma Bangsa 116-118
Surabaya 60136
Tel: 62-31-5315100
Fax: 62-31-5316525

Kuala Lumpur - Malaysia
Highpoint Service Network Sdn Bhd
Lot 316B, 3F, Suria Kuala Lumpur City Centre
50088 Kuala Lumpur
Tel: 60-3-2161-3116 /3103
Fax: 60-3-2166-2491

Selangor - Malaysia
Highpoint Service Network Sdn Bhd
No 1, Jalan TP 6
Sime UEP Industrial Park
47600 Subang Jaya, Selangor
Tel: 60-3-8026-6226
Fax: 60-3-8024 5100

Penang - Malaysia
Highpoint Service Network Sdn Bhd
No. 360 Ground Floor, Jalan Dato Keramat ,
10150 Penang
Tel: 60-4-227-5711
Fax: 60-4-227-5719

Johor Bahru - Malaysia
Highpoint Service Network Sdn Bhd
17, Jalan Sri Plentong 3, Tmn Perindustrian Sri
Plentong,
81750 Masai, Johor Bahru
Tel: 60-7-388-2339
Fax: 60-7-388-5411

Kota Kinabalu - Malaysia
Highpoint Service Network Sdn Bhd
Lot 38 & 39, Lorong Karamunsing A
Karamunsing Warehouse
88100 Kota Kinabalu, Sabah
Tel: +60-88-270-699
Fax: +60-88-270-258

Kuching - Malaysia
Highpoint Service Network Sdn Bhd
126 &126A, Green Height Commercial Centre, Lorong
Lapangan Terbang 2, Green Heights,
93250 Kuching, Sarawak
Tel: 60-82-459-200
Fax: 60-82-450-203

Manila - Philippines
Acer Philippines, Inc.
1651 Paz M. Guazon St. , Paco, Manila
Tel: 63-2-321-2241
Fax: 63-2-563-9317

Singapore
Gateway Service Clinic
11 Orchard Road, #B1-25
Dhoby Ghaut MRT Station
Singapore 233826
Tel: 1-800-GATEWAY (428-3929).
Fax: 65-6895-6416

Tokyo - Japan
Acer Customer Service Center
1F, 4-27-2 Minami Hatogayashi
Saitama-ken, 334-0013, Japan
Tel: 0570-00-1102 or 06-6630-2237
Fax: 81-3-5771-5294

Seacon Square - Thailand
Acer Service Center
Room No. ITB 20, Floor B1
904 Srinakarin Rd., Nongbon
Prawet, Bangkok Thailand
Tel: 66-2-721-9877
Fax: 66-2-721-9879

Chiangmai - Thailand
Acer Service Center
8/20-21 Moo 1, Huaykaew Road
Tumbol Changpherk, Amphur Muegn Chiangmai,
Chiangmai Province 50200 Thailand
Tel: 66-5-335-8199
Fax: 66-5-335-8197

Chonburi - Thailand
Acer Service Center
6/4-5 Moo 1 Sukhumvit Road,
Tumbol Huaykapi,
Amphur Mueng Chonburi,
Chonburi 20000 , Thailand
Tel: 66-38-79-7263
Fax: 66-38-79-7265

Hadyai - Thailand
Acer Service Center
26/17-18 Ratyindee Road, Tumbol Hadyai,
Amphur Hadyai, Songkla Province
Thailand
Tel: 66-7-422-1430
Fax: 66-7-422-1431

Khonkaen - Thailand
Acer Service Center
48/71-72 Moo 14, Mitraphap Road ,
Tumbol Naimueng,
Amphur Mueng, Khonkaen 40000
Thailand
Tel: 66-43-23-5807-9
Fax: 66-43-23-5810

Nakornratchasima - Thailand
Acer Service Center
440/5 Mitraphap-Nongkai Road ,
Tumbol Naimueng, Amphur Mueng
Nakornratchasima 30000
Thailand
Tel: 66-44-29-3190
Fax: 66-44-29-3191

Pantip - Thailand
Acer Service Center
604/3 M Floor, M 5 Room, Pantip Plaza ,
Phetburi Road, Kwaeng Phetburi Road,
Khet Ratchatawee, Bangkok 10400 Thailand
Tel: 66-2254-9760
Fax: 66-2254-9763

Phitsanulok - Thailand
785/11-12 Boromtrailoknart 2,
Tumbol Naimueng,
Amphur Mueng Phitsanulok,
Phitsanulok Province , 65000
Thailand
Tel: 66-5-521-8118
Fax: 66-5-521-8119

Phuket - Thailand
Acer Service Center
156/ 53 Pang-nga Road , Tumbol Taladyai,
Amphur Mueng Phuket Province 83000
Thailand
Tel: 66-7-623-2516
Fax: 66-7-623-2519

IT Mall - Bangkok
Acer Service Center
Fortune Town Center, 7 Fortune Town Tower,
3 rd. Fl., Room no. 3P83-3C84, Ratchadapisek
Dindang, Bangkok
Tel .66-2-642-1288-90
Fax: 66-2-642-1288-90 press 106

Rayong – Thailand
64/70 Taksin Road
Tumbol Thapradu, Amphur Muang
Rayong Province 21000
Tel: 66-38-870857
Fax: 66-38-870856

Rama III – Thailand (Head Office)
Acer Service Center
924/2 Acer House, Rama III Road
Bangpongpan, Yanawa, Bangkok
10120, Thailand
Tel: 66-2-685-4300
Fax: 66-2-685-4377

Zeer Rangsit - Thailand
Acer Service Center
Zeer Rangsit Center
3F, Phaholyothin Road ,
Tumbol Prachathipat, Amphur Thunbiri,
Pratumthani Province 12130
Thailand
Tel: 66-2-992-6924 / 6
Fax: 66-2-992-6927

Ho Chi Minh City - Vietnam
Acer Vietnam Co., Ltd.
53-55 Cao Thang Street,
Dist. 3, Ho Chi Minh City, Vietnam
Tel:848-834-3780
Fax: 848-834-3779