



# Fujitsu Extended Warranty Terms & Conditions

## Statement of Limited Extended Warranty

The Extended Warranty provided by Fujitsu Business Technologies Asia Pacific Limited ("FBTA") is limited and this statement of terms and conditions describes or contains important information about the services and support to which you, the original Purchaser ("Purchaser") are entitled.

This "Fujitsu Extended Warranty Terms and Conditions" applies only to Fujitsu branded hardware products you purchased for your own use and not for resale. This Extended Warranty coverage commences from the expiration date of the General Limited Warranty of the Product and expires on the date according to the type of Extended Warranty Packages specify unless Fujitsu informs you otherwise in written format.

This statement of Extended Warranty Terms and Conditions does not supersede your current Terms and Conditions of your Product. A copy of the Fujitsu General Warranty Terms and Conditions of your Product is available for download from [here](#).

FBTA warrants the Product against defects in material or workmanship provided that such defects occur when the Product is properly used in a manner as instructed in the User's Manual but not a result of any fault, mistake, wrongful or careless act or omission, misuse, abuse or damage of the Product by Purchaser during the applicable warranty period.

## Terms Definition

"FBTA" means Fujitsu Business Technologies Asia Pacific Limited;

"ASP" means Authorized Service Provider authorized by FBTA to perform repair and maintenance service for FBTA products;

"Product(s)" means the products of FBTA, including FUJITSU LIFEBOOK Notebooks and Tablets, STYLISTIC Tablets, ESPRIMO Desktops, CELSIUS Workstations, FUTRO Thin Clients and monitors;

"Purchaser" means the original Purchaser of the Product holding a valid official sales confirmation, voucher or receipt;

"International Limited" means locations within the following regions: China, Hong Kong, Indonesia, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam. FBTA may arrange a collection service if repair service is not available at a particular location;

"Local Limited" is defined as the country of purchase of the Product;



“Carry-In” means the repair strategy of the Product’s transportation, custom duties (if any) and insurance cost (if applicable) of sending to/from the ASPs shall be borne by the Purchaser.

“On-Site” means the ASP will send technicians to the address within the On-site coverage which supplied by the customers upon request to perform repair service. Customer is responsible for providing an appropriate working environment for the technician(s) to perform the repair.

## How to obtain Extended Warranty Service Package

Customers may obtain an extended warranty service package by the following means:

1. Contact the FBTA local Authorized Service Providers (ASPs) or the FBTA Helpdesk, contact details and business hours are listed on our website:

<https://global.fujitsu/en-hk/support/client-computing-devices/service-centers>

2. For specific countries, you may check your available extended warranty packages by logging into our Warranty Registration portal:

<https://www.fujitsu.com/hk/products/computing/pc/ap/warranty/>

Customers must purchase the Extended Warranty Service Package within the product warranty period which starts from the date of purchase stated on the official sales receipt or invoice and prior to the expiration of the General Limited Warranty supplied with the Product at the time of initial purchase of the Product.

Service will only be provided when the following conditions are fulfilled:

- a) Warranty registration is completed successfully through the below portal:  
<https://www.fujitsu.com/hk/products/computing/pc/ap/warranty/>
- b) Proof of purchase (a copy of the original sales receipt or invoice) is provided

When contacting the local FBTA ASP or the FBTA Helpdesk, the following information is required:

- a) Your contact details: name, address, email address and contact number;
- b) The model and serial number of your Product. This information can be found on the labels underneath or on the label inside the lid at the back of the Product;
- c) A brief description of the problem



For a Product purchased without courier mail-in/out service (i.e. only carry-in), but requires repair service from the nearest ASPs, transportation, custom duties (if any) and insurance cost (if applicable) of sending the Product to/from the ASPs shall be borne by the Purchaser.

Warranty service may not be available in all locations and may differ from location to location. Charges may apply outside ASP's normal service area. Contact a local Authorized Service Provider for location-specific information.

## **What is included in the Extended Warranty Service Packages**

Extended Warranty Service packages listed below are general description only. Warranty period and type vary by Product model and country of purchase. Please contact the FBTA local ASPs in your place of purchase for detailed warranty information. Extended Warranty Service packages do not cover water-proof functions. International Limited Warranty is not applicable for water-proof models.

If you believe that your warranty period differs from what our website states, contact the FBTA local ASPs in your place of purchase for clarification by producing your proof of purchase (e.g. the original sales receipt or invoice).

The warranty period of the FUJITSU LIFEBOOK or STYLISTIC can be extended up to a maximum of 5 years in total, and the service coverage will only include the following:

1. The extended warranty International Limited Carry-In Parts and Labor means Fujitsu will provide warranty service without charge for:
  - Parts and labor during the warranty period after the date of purchase in the International Limited regions (please see above definitions)
  - Battery, AC Adaptor and accessories are not covered in extended warranty unless additional warranty coverage is purchased/bundled.
  - There will be no charges for replacement of faulty parts from FBTA products.
  - For exclusions of coverage, refer to "Exclusion of this Extended Warranty Service"
  - Should the Product need repair services in "International Limited" areas (please refer to term defined above), terms and conditions of that specific International Service Provider apply. Please contact the FBTA Helpdesk at: [fba.cs@fujitsu.com](mailto:fba.cs@fujitsu.com)
  
2. The extended warranty of Local Limited Parts only means Fujitsu will provide warranty service without charge for:
  - a. Parts only, during the period as per warranty coverage stated in the contract/project, are covered. There will be no charges for replacement, on an exchange basis, of faulty parts from FBTA products. Labor charge is not covered.



- Battery, AC Adaptor and accessories are not covered in extended warranty unless additional warranty coverage is purchased/bundled.
  - For exclusions of coverage, refer to "Exclusion of this Extended Warranty Service".
3. The extended warranty of Local Limited Carry-In/Onsite Labor and Parts only means Fujitsu will provide warranty service without charge for:
- Parts and Labor, during the period as per warranty coverage stated in the contract/project, are covered. There will be no charges for labor and replacement exchange basis, of faulty parts from FBTA products.
  - Battery, AC Adaptor and accessories are not covered in extended warranty unless additional warranty coverage is purchased/bundled.
  - For exclusions of coverage, refer to "Exclusion of this Extended Warranty Service".

### **What your Authorized Service Provider Will Do to Correct Problems**

When you contact an Authorized Service Provider, you must follow the problem determination and resolution procedures specified.

Your ASP will attempt to diagnose and resolve your problem over the telephone, e-mail or through remote assistance. Your ASP may direct you to download and install designated software updates.

If your problem cannot be resolved over the telephone or remotely or through your application of software, your ASP will arrange for service under the type of warranty service designated for the Product agreed by you upon purchase.

If the Product becomes defective during the warranty period, FBTA will at its option repair the Product with new or reconditioned parts. The replaced part becomes Fujitsu's property and the replacement part becomes your property. Only unhampered or unaltered Fujitsu products and parts are eligible for replacement. The replacement product or part provided by Fujitsu may not be new, but it will be in good working order and at least functionally equivalent to the original part. The replacement part shall be subject to warranty for only such period as it remains on the original product.

The Product shall be considered as repaired when it fulfills tests performed according to the original Product specifications and when the operating system has been restored. Service turnaround time depends on product, country/regions and parts availability.



## Responsibility of the Purchaser

Before a Product is repaired under the warranty service, you agree to:

1. Remove non-FBTA parts, associated equipment and third party peripherals, memory expansion card, PC cards or accessories not under the warranty service;
2. Ensure that the product or part is free of any legal obligations or restrictions that prevent its replacement;
3. Obtain an authorization agreement (in a written format) from the owner to have your ASP service a product or part if you do not own the product yourself;
4. Follow the service request procedures that your ASP specifies;
5. Fully back up all programs and data stored in the Product or parts as FBTA will not be responsible for loss of data or any contents of the hard disk or data storage media;
6. Keep safely the 2-level passwords (master password and user password of the hard disk lock). Loss of these 2-level passwords means the hard disk content cannot be retrieved by Fujitsu and the warranty of the locked hard disk will be void. It is the responsibility of the customer to ensure the safe keeping of these 2-level passwords and for the recovery of data from the locked hard disk.
7. Provide your ASP with all system keys or passwords and sufficient, free, and safe access to your facilities to perform service; and
8. Remove confidential, proprietary or any personal information stored in the Product
9. Customer must collect back the repaired/inspected product item(s) within 30 days from the date of Fujitsu sending notification on the completion of the repair/inspection. If you request to collect the repaired/inspected product item(s) after 30 days of the notification being sent, a storage fee of US\$3/day will be charged. If the repaired/inspected items are not collected back by customer for half a year after the above timeline, the customer shall be deemed to have voluntarily waived the property right of the repaired/inspected items and authorize Fujitsu to scrap and dispose of the items.

## Exclusion of the Warranty Service

To the full extent permitted by law, all warranties, conditions, terms, representations and undertakings, other than as expressly set out in this limited warranty statement, whether express, implied or verbal, statutory or otherwise, and whether arising under this limited warranty or otherwise, are hereby excluded including, without limitation, the implied warranties of merchantability, non-infringement and fitness for a particular purpose.

This warranty does not apply for the following:

1. Defects caused by the operation outside the usage parameters stated in the User's Manual;
2. Malfunctions, failure or damage caused by:
  - a. Misuse or abuse;
  - b. Improper installation, operation or maintenance;
  - c. Improper connections to peripherals or any third party products, including those that Fujitsu may provide or integrate into the Fujitsu product at your request;
  - d. Use of non-FBTA spare parts;
  - e. Service modifications or repair performed by a person not authorized by FBTA;
  - f. Accidental, intentional damage or natural disasters;
  - g. Connection to irregular voltage sources;
  - h. Spillage of liquid; and
  - i. Other conditions not arising from defects in Product material or workmanship;
3. Defects resulting from normal wear and tear;
4. Equipment which:
  - a. Has been abused or damaged;
  - b. Has been opened by unauthorized personnel; and
  - c. Is without valid FBTA serial number sticker;
5. Any software programs, whether provided with the product or installed subsequently;
6. All media such as diskettes, CD-ROM and other consumables supplied with FBTA Products;
7. Preventive maintenance such as conditioning hard disk, data recovery, virus check, hardware diagnostics test and cleaning;
8. Non FBTA parts, associated equipment and third party peripherals, memory expansion card, PC cards or accessories;
9. LCD screens which are cracked, scratched, or imprinted;
10. Any transfer or assignment of ownership to any third party;
11. Hard disk which cannot be unlocked due to the loss of password; and
12. Product purchased outside the Sales Territories of FBTA.

It is natural for liquid crystal displays (LCD) or Light-Emitting Diode (LED) Monitor to show a small number of missing or discolored dots. These are commonly known as non-conforming pixels. This is a technology limitation and does not represent a defect. It does not reduce the performance of the



product. FBTA warranty does not cover limitations in technology such as non-confirming pixels. The acceptable number of such non-confirming pixels on the screen of

1. FUJITSU LIFEBOOK and STYLISTIC is 7;
2. FUJITSU ESPRIMO is 8,
3. Monitor is 7;

## **Limitation of Liability**

FBTA is responsible for loss or damage to your product only while it is:

- 1) in your ASP's possession; or
- 2) in transit in those cases where the ASP is responsible for the transportation.

Neither FBTA nor your ASP is responsible for any loss or damage of your data including confidential, proprietary, or personal data contained in a product. You should remove and/or backup all such information from the product prior to its service or return.

FBTA and its affiliates, suppliers, authorized service providers, agents and resellers are not liable for the quality, performance, merchantability, or fitness for a particular purpose of the pre-installed or bundled software provided with the Product and licensed to the Purchaser and do not warrant that the function contained in the software will be uninterrupted, virus free or error free. The pre-installed or bundled software are provided "AS IS", except if expressly warranted by the licensor in the applicable software license agreement, and are subject to the terms and conditions of the software license agreement contained in or accompanying the software.

If the Product is defective in materials or workmanship, the Purchaser's sole and exclusive remedy shall be repaired as provided above.

FBTA, its affiliates, suppliers, authorized service providers, agents and resellers are not liable for any of the following events:

- a) Damages including but are not limited to direct, indirect, accidental or consequential damages, loss of use of data, loss of profits or interruption of business;
- b) Loss, damage or delay caused directly by force majeure, including but are not limited to any war, strike, industrial action, lock-out, fire, explosion, lightning strike, civil unrest, war, earthquake, riot natural calamity, rebellion, sabotage, act of God or any other cause beyond the control of FBTA.



The maximum aggregate liability of FBTA, whether legal or financial, arising from or in connection with this warranty shall be strictly limited to the purchase price as specified in the applicable purchase invoice. FBTA expressly reserves the sole and exclusive right to determine, at its discretion, the appropriate remedy or form of compensation to be provided to the purchaser under this warranty.

All rights to final interpretation for terms and conditions herein belong to FBTA. FBTA reserves the rights to amend the warranty terms and conditions at any time without notice. The amended terms and conditions shall supersede any previous terms and conditions immediately.

### **Use of Personal Information/ Privacy**

The Purchaser agrees to FBTA collecting, using, storing, processing and disclosing information about the Purchaser for the purposes of:

- a) All purposes associated with the provision of Products and services to the Purchaser;
- b) Communicating with the Purchaser about products and services which FBTA and its affiliates may provide to the Purchaser, including but not limited to satisfaction level survey and any product recalls or safety issues;
- c) Implementing the terms and conditions of this limited warranty;
- d) Complying with legal requirements

Information you provide to FBTA will not be sold or disclosed to any outside organization for solicitation. Agents or contractors of the Fujitsu Group, who have access to your personal information, will use it only to carry out the requested services. If you agree, the Fujitsu Group may use this information to update you on new products, special offers, and updated information.

### **How to Obtain International Limited Extended Warranty Service**

If you require International limited warranty service, contact the FBTA Helpdesk at:

[fota.cs@fujitsu.com](mailto:fota.cs@fujitsu.com)

The Helpdesk will assist in providing a return point for the service.



In the event when you are required to send the Product to the nominated return point, you will be required to provide the following:

- a) Proof of Purchase (a copy of the original sales confirmation/voucher/invoice);
- b) Proper packing of the Product, preferably in the original packing case;
- c) During hardware service or replacement, if there is a need to recover the operating system, only the original bundled operating system provided by FBTA will be recovered;
- d) All software and/or CDs provided by FBTA;
- e) Computer Login and Password;
- f) A brief description of the problem;
- g) Call reference number given by the HelpDesk; and
- h) Your return address and contact details

## Contact Details

For product service or warranty enquiries, please visit <https://global.fujitsu/en-hk/support/client-computing-devices> or submit your enquiries to us at [fbta.cs@fujitsu.com](mailto:fbta.cs@fujitsu.com).

## Governing Law

Where the Purchaser has taken delivery of the Product in any other country or region, this warranty shall be governed by the laws of Hong Kong SAR.