



Malaysia

AOC Monitors covered by a 3 Years Limited warranty support as stated on the terms and condition herein. Please also note the model number, the serial number, the date of purchase and the outlet from which you purchased this monitor on the form attached hereto.

WARRANTY PERIOD

The warranty is for a period of 3 years from the date of purchase, AOC LCD monitors are warranted for three (3) years for parts, labor and LCD back light. If the end user purchase invoice missed, it will be auto calculated from production date identified from product ID serial number, but total warranty length will be not more than 39 months.

RETURN FOR EXCHANGE

If your purchased products have functional failure within 14 days from purchase date, you could get the new replacement via contacting the outlet you had purchased from.

RETURN FOR REPAIR

WARRANTY CONDITIONS ON AOC MONITORS

1. AOC warrants that the monitor you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse. The receipt of purchase shall be provided as proof of the date of purchase and the warranty period commences as of that date.
2. The warranty service is provided through AOC's authorized center or dealer
3. Proof of purchase will be required in the event of any discrepancy.
4. The warranty will not apply to any monitor purchased from a dealer/reseller other than an authorized AOC dealer/reseller. The warranty automatically becomes void if the product has been physically damaged or rendered defective:
 - (a) as a result of an accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances beyond AOC's control;
 - (b) by the use of parts or peripherals not authorized by AOC;
 - (c) as a result of normal wear and tear;
 - (d) by use within an improper operating environment;
 - (e) by modification of the monitor;
 - (f) by the serial number or product code sticker being removed or defaced;
 - (g) as a result of a service rendered by anyone other than AOC's Authorized Service Agents
 - (h) as a result of the monitor being operated other than in accordance with AOC's user manual.

5. In all circumstances, the user must ensure that the monitor is packed in appropriate packing. Any damage due to improper packing will be chargeable to the customer.
6. Software related faults resulting from incorrect software installation or usage or software viruses or software inherent bugs shall not be considered as product faults and may incur a charge for rectification.
7. Defective pixels in LCD panel monitors are not a warranty issue unless they exceed the manufacturer's specifications for pixel defects. Please contact your reseller or visit www.aoc.com for further information if required.
8. This warranty applies to the original purchaser only and is not transferable.

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<https://my.aoc.com/index/explore/route/contact-us>

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