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ZA - READ CAREFULLY

WARNING: The general warranty conditions, as stated in the “Limited Product Warranty” leaflet included in the box containing your new product, are an integral part of the “Acer Care Plus” Extended Service Plan (the “Plan”). They continue to apply in full with all the limitations and exclusions indicated and described therein. Kindly read these before registering for the plan.

To benefit from the warranty, register within 365 days of the date of purchase of the product concerned by the Plan. Proof of the date of purchase can be provided in the form of a copy of the invoice or till receipt, which should be sent to Acer.

Consumers have legal rights under applicable legislation governing the sale of consumer goods and this warranty does not exclude, limit or suspend any such applicable rights

ZA - THE “ACER CARE PLUS” EXTENDED SERVICE PLAN

Dear Customer,

Thank you for purchasing an Acer product. Acer Care Plus Extended Service Plan (the “Plan”) is offered to you by Acer Europe AG, via della Posta 28, 6934 Bioggio, Switzerland. Registering for the Plan entitles you during the period of coverage to one or more of the available services, depending upon the services purchased.

- Access to phone and on-line technical support, which are subject to local telephone rate and charges
- Extended services for your Acer products
- The Plan is valid in the following countries: Austria, Belgium, Switzerland, Germany, Spain, France Metropolitan, Monaco, Greece, Ireland, Italy, Luxembourg, Holland, Portugal, Malta, United Kingdom, Czech Republic, Slovakia, Poland, Hungary, Sweden, Norway, Finland, Denmark, Croatia, Slovenia, Serbia, Bulgaria, Romania, the Republic of South Africa, United Arab Emirates, Oman, Qatar, Bahrain, Kuwait, Kingdom Saudi Arabia, Jordan, Palestine, Lebanon, Egypt, Uganda, Kenya, Rwanda, Tanzania, Ethiopia, Ghana, Nigeria, Ukraine, Israel, San Marino, Andorra, Cyprus, Latvia, Lithuania, Liechtenstein, Mauritius, Moldova, but specific availability of each service feature might be depending from the country, if you need further clarification refer to your local Acer call center.

Available Services

Product support	The Plan includes access to Acer contact centres at standard telephone rates and on-line technical support. You can call your local Acer contact centre during normal business hours or access Acer dedicated websites for product information and technical support.
Carry In	This service utilises Acer’s authorised Repair Centre’s and includes free return shipment after the repair.
On-site Repair (Next business day response)	This service provides a next business day response to schedule an on site intervention, if required. On site interventions will be scheduled depending on spare parts and customer availability.
Priority repair with Senior Technician	Acer will ensure a prompt repair service in the unlikely event that your product is defective and cannot be repaired on site. Typically, Acer will repair your product within an average of three working days counted from the date of the products confirmed receipt at the authorized service centre to the date of confirmed dispatch. Your product will be treated with priority and top-quality services among which but not restricted to: • diagnosis and repair performed by our most senior technicians, ensuring rapid and qualitative repair, and • customer call back, where deemed necessary or beneficial.
International-Traveller Warranty, (ITW).	This service will cover your product during business trips abroad in line with Acer ITW terms and conditions.
Warranty period extension	Customers are able to extend their original product warranty period from one to five years under the same terms and conditions as stated in the ‘Limited Product Warranty’.
Media Retention	In the event that the Hard Disk Drive (HDD) or Solid State Drive (SSD) are defective they will be replaced on site and remain the property and risk of the customer. In the event that defective products are returned to the Acer repair centres for any reason whatsoever, the defective HDD and SSD shall become the sole property of Acer, at no charge.
Battery replacement	Acer agrees to replace, at its cost, confirmed defective batteries during the period of the plan. Batteries will not be replaced if the battery capacity is degraded due to normal usage.
On-site Exchange	This service provides or replacement product (with equivalent or higher performance specifications) which shall be delivered to the customer premises in exchange for the defective product. The service is available featuring different intervention times which can be verified with your local Acer contact centre.

AVAILABILITY OF SERVICES

On-site and On-site with Exchange services will only be available in the country where the Product and the Plan were purchased and subject to local availability.

For particular locations difficult to reach like islands or in case of adverse weather conditions, slight delay may be possible. All call-out visits to customers are carried out from Monday to Friday during normal business hours.

WARRANTY COVERAGE EXCLUSIONS

The warranty coverage pursuant to the Plan will not extend to any repairs or replacement on parts found to be damaged due to negligent or careless use, incorrect maintenance work, work carried out by unauthorized third parties, transportation in inadequate packaging.

The Plan does not cover faults deriving from viruses or system conflicts caused by the installation of drivers or peripheral devices, or loss of data for any reason whatsoever.

For notebooks: the battery is not included in the Plan, it remains subject to the warranty coverage resulting from the Limited product Warranty associated with the purchase date of the Acer product or of the battery itself.

The exclusions and limitations described above apply only to this Plan; the terms of the Limited product Warranty are not affected hereby.

TO PROCEED WITH REGISTRATION

In order to benefit from the services provided within the Acer Care Plus Extended Service Plan, you need to register your contract by providing Acer Care Plus your customer details at **careplus.acer.com**

- Complete the form received by email providing missing details (company info, machines serial numbers, dates of purchase).

Please remember that registration for the Acer Care Plus Plan cannot be carried out after more than 365 days from the date of purchase of your Acer product.

If you miss the 365 days activation deadline, please contact your local Call Centre.

IN THE EVENT OF A FAULT WITH YOUR ACER PRODUCT

First of all Acer recommends you carry out the tests described in the “**Troubleshooting**” section of the user’s manual.

REMOTE ASSISTANCE

You can call your Acer local call center, with the Product serial number at hand, Acer professionals will support you in order to isolate problems and resolve them.

REPAIR CENTRES SERVICE

For problems that cannot be resolved remotely, Acer operators will instruct you on how to return the product to an authorized service centre. The repaired equipment will be afterward returned to your location at Acer’s cost.

ON-SITE SUPPORT

If you have a technical problem that cannot be resolved remotely and your Plan includes on-site assistance, one of Acer’s authorized representatives will visit you within the applicable timeframe to provide on-site technical support.

PRODUCTS SHIPMENT

If you need to ship your Acer branded equipment, please pack it with the original material with a copy of your Acer Care Plus certificate, and a description of the fault.

- a. Use a solid carton of suitable dimensions to hold your product
- b. Wrap the equipment in layers of bubble wrap until a minimum thickness of 6 cm. per side is created, and fix them with some tape
- c. Put the wrapped product in the box and fill any empty space with more bubble wrap. Finally, label the carton as indicated by the call center operator

SERVICE CONDITIONS AND LIMITATIONS

All warranty periods start from the date indicated on the Acer product's proof of purchase. To the extent possible under applicable laws, Acer reserves the right in its sole discretion to repair your product or to replace it with a new or refurbished product or a comparable specification. Any personal data provided by you via electronic form or otherwise for the Plan shall be processed and used by Acer or its certified partner exclusively to process your participation in the Plan or whatever other use you might authorize Acer during online registration process. Acer Global System will handle your personal data in accordance with all applicable data protection laws and regulations. By registering for the Plan, you're consenting to that use and processing of your data by Acer or its certified partner. You have at any time a right of access, rectification and opposition to all of your personal data according to applicable laws. For further information on Acer's privacy policy please visit: www.acer.com/gb-en/privacy/index.html.

Please be aware that you as a consumer may have certain statutory rights as to cancellation a purchase of the Plan pursuant to applicable laws. For example, a cancellation period of a contract concluded through an internet shop across the European Union will be normally 14 days from the date of the contract. For further information on how your cancellation rights are extended by applicable laws please contact a seller at the point of purchase of the Plan.

ACER CONTACT CENTRE

For additional information or queries please contact your local Acer contact centre. The local contact numbers can be found from www.acer.com under contact support section.

ZA – Terms and Conditions of the Guaranteed Take-Back (Optimize) service

1. Overview

This document outlines the Terms and Conditions regarding the take-back commitment for the new hardware products sold directly or indirectly by Acer to the eligible customers ("Guaranteed Take-Back", "Service"). Acer agrees to provide a partial reimbursement upon the return of the purchased item (the "Original Product") and the purchase of a new Acer product (the "Replacement Product") according to these Terms and Conditions.

On behalf of Acer Europe SA, Via della Posta 28, 6934, Bioggio, Switzerland ("Acer"), Libbela Affinity SAS, 39 Avenue Pierre 1er de Serbie, 75008 Paris, France ("Libbela" or the "Organizer"), will conduct Guaranteed Take-Back service.

2. Eligibility

2.1 Eligible customers: This Service is strictly limited to business or governmental entities (the "Customer") and does not apply to private individuals (i.e., consumers). By purchasing this Service, you agree that you are operating as a business or governmental entity and not as a private individual.

2.2 Eligible Products:

The Service applies exclusively to the following Original Products:

- Product Types: Acer's Notebook, Monitor, Projector, or Desktop Computer.
- Purchase Conditions: The products must have been originally purchased as new from Acer, either directly or indirectly, within the Territory specified in these Terms and Conditions.
- Only the Original Products purchased together with the "Acer Care Plus" Extended Service Plan are eligible for the Guaranteed Take-Back service.
- Pre-owned, refurbished, or used products are not eligible for the Guaranteed Take-Back service.

2.3 The Service is valid in the following countries: Austria, Belgium, Switzerland, Germany, Spain, France Metropolitan, Monaco, Greece, Ireland, Italy, Luxembourg, Holland, Portugal, Malta, United Kingdom, Czech Republic, Slovakia, Poland, Hungary, Sweden, Norway, Finland, Denmark, Croatia, Slovenia, Serbia, Bulgaria, Romania, the Republic of South Africa, United Arab Emirates, Oman, Qatar, Bahrain, Kuwait, Kingdom Saudi Arabia, Jordan, Palestine, Lebanon, Egypt, Uganda, Kenya, Rwanda, Tanzania, Ethiopia, Ghana, Nigeria, Ukraine, Israel, San Marino, Andorra, Cyprus, Latvia, Lithuania, Liechtenstein, Mauritius, Moldova (the 'Territory').

3. Guaranteed Take-Back Duration

3.1 The Customer may return the Original Product purchased within a period commencing no earlier than one (1) year and ending no later than five (5) years from the original date of purchase, plus an additional 1-month grace period. The Original Products returned outside this return period shall not qualify for reimbursement.

3.2 The Original Products must be returned in accordance with the conditions outlined below to qualify for the reimbursement.

4. Conditions for Returning Products

4.1 The Original Product being returned must, at the Organizer's sole discretion:

- Be in working condition at the time of return.
- Be complete, including all necessary components such as power cables and chargers.
- Reflect reasonable wear and tear from normal usage, excluding any heavy scratches, dents, broken casings, or significant physical damage.

4.2 The Organizer reserves the right to refuse any Original Product that:

- Does not meet the Eligibility Conditions.
- Is incomplete or missing essential components.
- Is damaged beyond repair or is non-functional without justification.
- Is beyond reasonable wear and tear from normal usage.

4.3 The Customer is responsible for delivering the returned product to the Organizer in secure packaging to the nominated address. The necessary shipping labels for the return shipment process can be found at the website <https://secondlife.my.libbela.com>.

4.4 The returned Original Product, once received and accepted by the Organizer, becomes the sole property of the Organizer. The Customer will not be entitled to any additional compensation, payments, or claims beyond the partial reimbursement as specified in these Terms and Conditions.

5. Reimbursement

5.1 Upon return of an eligible product the reimbursement will be provided to the Customer by the Organizer.

5.2 The value of the reimbursement is calculated as a percentage of the original purchase price, limited to a maximum product purchase price of €1000 (after any discounts and excluding VAT), according to the table below:

Product return period (based on original product purchase date)	Reimbursement amount based on % of original product purchase price
Year 1 + 30 calendar days maximum	55 %
Year 2 + 30 calendar days maximum	45 %
Year 3 + 30 calendar days maximum	35 %
Year 4 + 30 calendar days maximum	25 %
Year 5 + 30 calendar days maximum	15 %

Notes

Note 1. For the eligible products with the purchase price above €1,000, the compensation % will be calculated using the maximum purchase price of €1,000.

Note 2. For Original Products purchased in a currency other than the Euro (€), the maximum purchase price shall be determined based on the equivalent value in the local currency, calculated using the Euro (€) exchange rate in effect on the date of the original purchase. The applicable exchange rate shall be the official rate published by the European Central Bank (ECB) on that date.

6. Process of the reimbursement

6.1 The reimbursement can be redeemed by the Customer when purchasing a new Acer product (i.e., the Replacement Product). To apply the reimbursement, the Customer must:

- Visit <https://secondlife.my.libbela.com> and follow the instructions therein.
- Provide to Organizer with the following information and documents:
 - contact information and email address.
 - A photo or PDF of the original purchase invoice showing the eligible ACER serial number, and a photo of the equipment with its accessories before shipment.
 - A photo or PDF of the invoice for the replacement ACER product.
 - IBAN for processing reimbursement.

6.2 Once the Customer's claim has been validated, the Organizer will credit the Customer's account with the value of the reimbursement, calculated and applied as specified in the article 5.2 of these Terms and Conditions.

6.3 The reimbursement must be claimed within the Guaranteed Take-Back Duration and cannot be redeemed after its expiration.

6.4 Pre-owned, refurbished, or used products are not eligible for the reimbursement.

6.5 The right of reimbursement is non-transferable. It cannot be exchanged for any other form of benefit.

6.6 A MAXIMUM OF ONE REIMBURSEMENT CAN BE CLAIMED.

7. Privacy Notice

Libbela, as the organizer of the Guaranteed Take-Back service, will process the customer's personal data solely for purposes related to providing the service, in accordance with the applicable privacy policy: <https://www.libbela.com/politique-de-confidentialite/>. Once the service is complete, the data will be securely locked to prevent further use and will be deleted after the legally required tax and commercial retention periods have expired.