

# Non-Standard Warranty for specific ZOTAC GAMING MEK Models

Product Name	SKU#	Warranty
MEK1	G1107TK700B-U	Parts and Labor: 2 years Extended Warranty: Not Available Bundled Keyboard and Mouse Warranty: 1 year
MEK Ultra	GU208TS901B-U-W2B	Parts and Labor: 2 years Extended Warranty: Not Available Technical Support and Repair* Services: 1 year (applies after standard warranty) *repair services may include fees
MEK Ultra	GU208TC702B-U-W2B	
MEK Ultra	GU2080C701B-U-W2B	
MEK Ultra	GU2070C701B-U-W2B	
MEK Mini	GM2070C701B-U-W2B	Parts and Labor: 2 years Extended Warranty: Not Available Bundled Keyboard and Mouse Warranty: 1 year total
MEK Mini	GM2060C5R1B-U-W2B	
MEK Mini	GM2070C5R1B-U-W2B	

## **Product Conditions**

- Warranty claims will be void if the user:
- Tamper, defaces, or removes any stickers containing product identification information such as model number, serial number, or part number.
- Tamper, defaces, or removes any stickers indicating void warranty if broken.
- Causes defects through improper usage, failure to comply with operating instructions, inappropriate operating conditions, or unapproved repairs or modifications.
- Fails to return the product in the stock factory configuration or remove any aftermarket modifications.
- Causes defects through accidents, acts of God, acts of nature, negligence, liquid immersion, or improper ventilation.
- Knowingly and willingly attempt to defraud the validity of a claim.

## **Warranty Claims**

ZOTAC USA reserves the right to:

- Deem the condition of the returned product upon inspection and verification.
- Collect a service charge and/or shipping fees at the customer's expense for any product returned in non-defective or improper condition.
- Hold any product unapproved for return- any returned product must follow the proper RMA procedures as instructed, with shipping fees covered at the customer's expense prior to releasing and shipping the product back to the sender.
- Select the method of service as either for repair or replacement- ZOTAC USA will select and deem suitable replacement products, valued at equal or greater performance.

ZOTAC USA holds no liability in:

- Damage to any returned product caused by improper packaging.
- Damage to any product caused in transit or by improper handling on the shipping carrier.
- Lost or damaged personal data, and personal accessories or belongings.

## **Shipping**

- The customer will cover any shipping and handling costs for 1-way shipping to the designated RMA facility.
- ZOTAC USA will not be held liable for any damage caused to any product in transit or by the shipping carrier.
- ZOTAC USA will choose the shipping method and carrier, and cover any shipping and handling costs for 1-way shipping back to the customer to complete an authorized RMA.
- ZOTAC USA will not ship to any P.O boxes, military addresses (including APO, FPO, MPO, etc.), and destinations outside of the United States or Canada.

## **Contacts**

If you would like to speak to our ZOTAC USA Customer Support team directly, please contact them at

1-877-599-6822

Monday – Friday

9:00AM - 6:00PM PST

Manufacture warranty may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.