



## RELIABILITY PROMISE - TERMS AND CONDITIONS FY2024

### 1. GENERAL TERMS

Subject to these Terms and Conditions Acer LTD Acer House, West Drayton UB7 0DQ. VAT GB494075326 (further on – the Promoter) offers you a Promotion whereby you will be eligible to claim 100% refund of the Purchase price if your qualifying Acer product develops a technical fault and is repaired under warranty within the promotional period.

By participating in this Promotion, you agree to the terms and conditions set forth herein as well as any additional terms and conditions contained on the website of the Promoter. In the case of any conflict between these terms and those on the website, these conditions shall prevail.

This Promotion is valid on new qualifying purchases made during the promotional period that is from February 01<sup>st</sup> 2024 to January 31<sup>st</sup> 2025 inclusive for the following qualifying products:

- I. Chrome- based devices: Chromebook 311/314/511/512/514/515/Plus 514/Plus 515; Vero 712; Chromebook Spin 311/Spin 511/Spin 512/Spin 513/Spin 514/Spin 713/Spin 714
- II. Windows-based devices: all notebooks and desktops with Windows PRO OS [workstation are not included]
- III. Monitors: CBL2 series, B series, Vero BR7 series
- IV. Projectors: P series

### 2. ELIGIBILITY

This Promotion is only open and applicable to the purchase of specific qualifying products evidenced by the purchase invoice or receipt.

The promotion is open to purchases made in EMEA Countries mentioned on the <https://emea-acerforbusiness.acer.com/offer-acer/reliability-promise/> homepage. This offer is not open to employees of the Promoter, or their subsidiaries, divisions, affiliates, agents or anyone connected with the Promotion such as resellers.

This promotion is only available to end users who are VAT-registered legal or natural persons with a TAX code/company ID number purchasing Acer product for the purposes which are inside their trade, business or profession (i.e. non-consumers).

The qualifying products eligible for the Acer Reliability Promise promotion are listed in this section above and visible in more details on the qualifying products page here.

Under the Promotion you may, subject to these terms and conditions, claim back 100% of the Purchase price paid, capped at the lower of either the actual purchase price (as defined below) paid by you or the Acer's recommended retail price valid as at the date of your purchase if the devices fails in the first year following any authorized repair of the device under warranty.



Purchase price means the net price paid for the qualifying product, excluding delivery charges and the price of any accessories, peripherals, software, options or other applications purchased with or for the qualifying product. VAT is excluded.

### 3. HOW TO TAKE PART

To register your qualifying purchase, visit the <https://emea-acerforbusiness.acer.com/offer-acer/reliability-promise/>, click on the "Register" link, and you must enter the requested information within 30 calendar days of purchase, the first day of purchase as detailed on your invoice or receipt counts as day 1. You will be sent a welcome email to acknowledge your registration.

If you believe that your qualifying product has developed a technical fault within one year from the date of purchase, you must follow the repair process as set out in your warranty including;

Visiting the online Acer help desk <http://www.acer.com/worldwide/support/> to report the fault and arrange repair.

**Submit an application for a Claim) within thirty (30) days of the date of repair** of the Qualifying Product (the "Claim Period") by entering your unique registration number and completing the required fields including the technical fault log number which you will be provided along with your repaired product. For the avoidance of doubt, **the date of repair counts as day one (1)** of the Claim Period. Claims received outside the Claim Period will be marked as invalid and will not be accepted.

The repair must be made for a hardware failure fixed from an **Acer authorized Repair Centre**. Software failures, accessories/external components failures are not qualifying. If it is apparent from inspection by the Repair Centre that any defect or malfunction in the Qualifying Product was caused by misuse, mishandling or accidental damage such will disqualify the device for a Refund. The Promoter reserves the right to check with the Repair Centre to determine the exact cause and nature of any damage irrespective of what is noted on the repair certificate.

Upload the original repair receipt from an Acer **authorized Repair Centre**, clearly detailing the nature of your technical fault.

### 4. EXCLUSIONS AND LIMITATIONS

Only one claim is permitted per qualifying product purchased. In other words, it's not allowed to claim twice the same product.

A maximum of twenty (20) registrations may be made per a registered participant during the promotional period.

The offer is not transferrable to another individual or business; claims will only be accepted from the original purchaser. You must be the rightful original owner of your returned product and you need to demonstrate you are a VAT-registered company or professional providing your TAX code / company ID number. Bank details registered for the claim must correspond to the bank details of the company or professional on the invoice. Personal or different bank details will result in the claim being rejected. With bank details we intend the Bank account owner and IBAN. Acer can conduct random controls to verify the truthfulness of the data provided by the registrant and reject a claim in case those data are not compliant with the terms and conditions of the Promotion.

Your reliability refund claim will not be valid unless you have the qualifying purchase repaired by Acer, or an Acer authorized partner.



Damage caused by the end-user, whether accidental, through misuse or abuse or otherwise; and any other fault or damage which Acer reasonably believes is not a technical fault attributable to Acer in respect of the qualifying product is not covered by this promotion.

Any purchase of second-hand or used product is excluded.

## 5. MISCELLANEOUS

Any claim that at the Promoter's sole discretion has not met the terms of the offer, or when your or your product's details provided at registration are incomplete, inconsistent or dubious, may be refused by the Promoter anytime, the Promoter's decision is final and conclusive.

The promoter will not accept liability for any claims lost, damaged or destroyed in mailing and recommend using an insured postal service. The Promoter reserves the right to modify the terms and conditions of the Promotion or completely withdraw the Promotion at any time by publishing a notice of such modification or withdrawal on its website. Notwithstanding the foregoing, the Promoter shall remain liable under these terms and conditions to those potential participants who acquired the device prior to the publication of such modification or withdrawal.

Provided that the terms and conditions of this Promotion have been met on submission of your online claim we endeavor to process your payment within **seventy five (75) business days** of validation of your claim. The promoter will not be held liable for any charges related to internet connections or made by the recipient's bank account.

The Promoter is not responsible or liable for any technical, hardware, software, server, website, or other failures or damage of any kind to the extent that this prevents the participant from or otherwise obstructs him/her in participating in the Promotion.

Any personal data provided by you for this promotion shall be processed and used by Acer exclusively to process your participation in the promotion and handling any further claim from your side and will not be used for marketing purposes. Acer will handle your personal data in accordance with all applicable data protection laws and regulations. By registration of your purchase, you're consenting to that use and processing of your data by Acer. 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: <http://www.acer-group.com/public/index/privacy.htm>

Email address for correspondence is [help.promise.uk@acer.com](mailto:help.promise.uk@acer.com)

Contact information/ mailing addresses for the Promotion: [eddyline.sikuku@acer.com](mailto:eddyline.sikuku@acer.com)