



NEO Limited Warranty Policy Agreement

LIMITED WARRANTY POLICIES

Limited Warranties

NEO notebooks purchased in the Philippines come with the standard 1 year limited warranty. NEO standard limited warranty covers all notebooks under normal usage conditions and does not cover any damages as a direct result of user misuse or negligence.

NEO standard limited warranty is void upon any unauthorized servicing, disassembly or modifications. *All authorizations must be expressed and in writing by NEO.*

How is the warranty duration calculated?

This limited warranty starts on the date the unit was purchased and it runs the indicated 1 or 3 year period. Regardless of the length of the unit's warranty, the battery has only 1 year warranty from the date of purchase. The warranty period is not extended if the unit or any of its parts is repaired or replaced. The warranty will continue the 1 to 3 year warranty period from date of sale.

How do I register the unit and activate the warranty?

Warranty has to be activated by registering the unit. The end user has 30 days upon purchase to register otherwise it will be based on the unit's release date from the assembly plant. There are four ways to register the unit:

1. Through NEO website www.neo.com.ph (attach your electronic scanned copy of the official receipt)
2. Through Mail: NEO Corp. Office Unit 201 2F Taipan Place, Emerald Ave. Ortigas Center, Pasig City
Include Warranty card and photocopy of the official receipt.
3. E-mail: care@neo.com.ph
4. Fax: (632) 633-3636

What happens if the end-user misses the 30 days registration period?

During the limited warranty service NEO will use the date on the unit when it was released from the assembly plant.

i.e.:

1. Purchase date is January 28, 2006 - Date when unit was acquired by the end user.
2. Release from plant date is October 4, 2005 – Date of Assembly and release from plant.
3. Warranty service date is December 4, 2006 - Date Returned to NEO for Servicing

Instead of January 28, 2006 Neo will use October 4, 2005 to determine if the unit is out of warranty.

Thus:

Warranty service date – Release from plant date

December 4, 2006 – October 4, 2005 = 1 year and 2 mos. Unit is considered out of warranty.

3 Year Extended Warranty

NEO notebooks purchased in the Philippines come with the standard 1 year limited warranty. However, for the selected products, NEO is offering an option of a limited 3 year warranty extension for a fee of P6,000.00 Suggested Retail Price (prices may change, please consult your dealer for the current pricing) in lieu of the standard 1 year warranty. This option is only available upon purchase of the unit. Procurement of 3 Year warranty should be indicated in the proof of Purchase.

Process: Purchase of 3 year warranty

1. End user will buy a NEO unit with 3year warranty.
2. Dealer will issue a receipt indicating the unit purchased and 3 year warranty



3. Dealer will fax NEO sales a PO for 3 year warranty indicating the MODEL and SERIAL NUMBER of the unit as well as the Customer Name, Customer Address and Customer Contact Number
4. NEO sales will accept the PO and will place the order.
5. NEO will deliver the 3 year warranty certificate with attached delivery receipt.
6. NEO will also mail the 3 year warranty certificate to the end user provided they have registered their unit.

The three year warranty will be activated once the unit has been registered and a copy of proof purchase (indicating the purchased extended warranty) has been furnished. This should be validated by the dealer's PO and payment.

**** Battery has fixed 1 year warranty and is not covered by 3-year warranty.*

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship that directly affects the functionality of the unit.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the NEO units through our factory-integration system, third-party software, or the reloading of software
- Non- NEO branded products and accessories
- Free Carrying Bag.
- Damage caused by acts of nature, such as fire, flood, wind, earthquake, or lightning, etc.
- Damage caused by failure to provide a suitable installation environment for the computer.
- Damage caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids.
- Damage caused by the use of NEO product for purposes other than those for which it was designed.
- Recovery and reinstallation of system and application software and user data.
- Neo shall have no responsibility for such data and shall have no liability arising out of any damage to or loss of such data while the Product is in Neo's possession.
- Damages for which Neo will not be responsible include, but are not limited to, loss of revenue or profit, downtime cost, loss of use of the unit, loss of or damage to software programs or stored data cost of any substitute unit, facilities or services, or claims for such damages.
- Any errors caused by software-related configuration errors, software incompatibilities and viruses.
- Deterioration due to normal wear and tear, including the carrying bag, plastic enclosure, diskette, manual, and battery pack. Power cords, plug adapters and cables are NOT covered by warranty because the normal causes of problems are not inherent to these items.
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by NEO
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused modifying the unit and by using accessories, parts, or components not supplied by NEO
- Products with missing or altered serial numbers
- The warranty seal/s have been broken or altered
- Software loss or data loss that may occur during repair or replacement.
- Routine inspection, maintenance, adjustment and cleaning.
- Power cords and cables.
- Voidable damage such as cracked or scratched LCDs,

For the Limited Warranty Service please prepare the following:

- Name, Address, Telephone/Fax Numbers
- Original Purchase invoice or receipt and the Warranty card/certificate



Important!!!

- Warranty card without the original purchase invoice or receipt (vice versa) will not be honored.
- Falsification and or tampering of the Official Receipt, Purchase Invoice, Warranty stickers, and Warranty Cards voids warranty.

Software Installation and Configuration Support

NEO provides telephone assistance for installation and configuration of Neo factory-installed Microsoft® and Linux® operating systems. Operating systems included in this offering is Microsoft Windows XP Home Edition®. Installation and configuration is defined as "restoration to factory configuration." Support for operating system defects is limited to commercially available fixes from the manufacturer.

Any technical or other support provided for the product under warranty, such as assistance via telephone or email with "how-to" questions and those regarding product setup and information will be provided without warranties of any kind.

Part Replacement

Repair or replacements of defective parts without charge are Neo's only obligation under this warranty. We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to NEO, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts are covered for the remaining period of the limited warranty for the product you bought or three months whichever is longer. All spare parts or modules removed under this limited warranty become the property of NEO. If NEO repairs or replaces a product, its limited warranty term is not extended.

Returning a NEO Notebooks to a NEO Service Center or authorized Neo service provider during the warranty period does not automatically mean that it will be repaired free of charge, upon receiving the product, NEO reserves the right to check the validity of the warranty and the request for warranty service.

Hard Drive Replacement

Should a hard drive failure occur, NEO will replace the hard drive. Neo is not responsible for the restoration or reinstallation of any data or programs other than software installed by NEO when the product was manufactured.

Why is the warranty of the battery fixed to 1 year?

Due to the natural loss of the battery capacity, there is only one-year warranty offered on this item. The battery is not covered by Warranty Extension Package. Portable system batteries contain chemicals that degrade over time, reducing their ability to hold a charge, they are considered to be consumable items like printer cartridges rather than permanent system components. For this reason NEO warrants the batteries for one year after the original purchase date of the system regardless of the warranty expiration date on the system itself. Reduced charging capability is a normal occurrence and this is not considered as a defect.

What is LCD Panel Policy?



LCD Dot Policy

Despite the highest possible standards, the intricate manufacturing of thin-film transistor (TFT) liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of your NEO notebook. However, NEO will provide the warranty service for your NEO notebook's TFT LCD screen when there are more than:

1. 3 bright dots, 3 dark dots, or 5 bright and/or dark dots in total
 - Maximum Number of Bright Dots: 3
 - Maximum Number of Dark Dots: 3
 - Maximum Number of both Bright and Dark: 5

If any of the LCD exceeds the allowable dot criteria it should be reported within 10 days of purchase for LCD replacement only. NEO can not guarantee that any replacement LCD will have zero pixel defects.

These TFT LCD screen warranty conditions are offered by TFT LCD manufacturers. NEO will therefore, at its option, repair or replace the product.

Please note: A bright dot is a white or sub-pixel that is always on. A dark dot is a black or sub-pixel that is always off.

Cracked and/or scratched LCDs

The limited warranty does not cover scratched or cracked LCDs. LCDs are not easily cracked without significant force or storage in extreme temperatures. Also, scratches on LCDs are not covered by the limited warranty as this is indicative that the LCD surface was subjected to significant outside pressure. Both LCD scratches and cracks automatically voids the LCDs warranty.

Can I upgrade my NEO?

Tech support advises our customer to consult us regarding upgrade. This is to provide advice and suggestion so as not to encounter compatibility issues between the units and upgrade third party components. Customers who procure the third party components should bring their units to the nearest NEO authorized service center install and reseal the unit to preserve the warranty. The unit's warranty does not cover third party components. NeoCare is not liable to any damaged or missing third party components.

Can dealers install upgrades and third party components?

Actually we allow dealers to install upgrades for memory and hard drive as long as they are knowledgeable in these areas. We just warn them that any physical damage done in the unit especially in the concerned areas where upgrade is done automatically voids the warranty. We also advice that before doing upgrades they should inquire and clarify with our technical team what are the allowed and compatible upgrade specs for the specified unit.

What happens to defects that are not under the warranty's coverage?

If NEO determines that the problem is not covered under the limited warranty, NEO will notify the concerned party to inform them of service alternatives that are available on a fee basis. Once the diagnosis is done and a part must be replaced a quotation will be given to the for review. The turn around time for this may be longer because parts may have to be directly ordered from international suppliers.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. You may record your transfer by going to NEO's Web site. If you do not have Internet access, call NEO tech support hotline.

NEO System Exchange Policy



Neo fulfills the strictures of the limited warranty by repairing or replacing parts at its discretion. Direct system exchanges may be done if the NEO determines that the unit under warranty is irreparable.

Reminders:

When you receive the unit and sign the delivery receipt make sure that you check all components and bundled software are present and the warranty sticker is intact.

NEO IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY AND ANY COSTS OF RECOVERING REPROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH NEO PRODUCTS.

Proper Packing and Handling

RMA Units (for Repair)

When units are scheduled for RMA pull out, make sure that the item is securely packed. The unit should be contained in the prescribed padded bag or housed in its original box. Accessories should not be packed side by side with the notebook to avoid scratches. Put a protective material between accessories and unit.

We will not accept units that are not securely packed. The rationale behind this regulation is for the protection of the unit. We wouldn't want to aggravate the condition of the unit caused by improper packaging and handling.

***Packed Units should be in upright position and avoid putting weight on top of the units.

*** Please indicate the unit and accessories in the pull out request/checklist.

DISCLAIMER

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