

Re: Charge Quotation: REP-USBVM70119

trusty1@zoho.com | 8:37 AM | 10 min read

Good Morning Ladies and Gentlemen:

I am in receipt of your images alleging customer damage, but the pictures you sent were dirt on the case, and don't appear to be related the extensive repairs you propose. I have 5 questions for you as it relates to your bill:

- 1) How is the dirt on the outside of the case related to the electronic repairs you propose?
- 2) What is the cost of the parts without labor?
- 3) Do these repairs require the use of a Reflow Machine?

Looks like I am not the only person you don't honor your warranties with

<https://linustechtips.com/topic/1134500-asus-does-not-honor-their-warranties/>

https://www.reddit.com/r/legaladvice/comments/6tlxr9/ma_asus_not_honoring_warranty/

<https://www.trustpilot.com/review/www.asus.com>

Hopefully I don't have to send a complaint to ripoffreport.com AS you are aware, once a complaint is launched it can never be removed, and commonly used by class action attorneys for their amunition.

Peace, Health, Work,
RANDAL

---- On Tue, 13 Jul 2021 16:43:50 -0700 <eservice@asus.com> wrote ----

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> ASUS Computer International

> 48720 Kato Road, Fremont, CA, 94538

> Tel: (855) 714-0471

> Quotation Invoice: REP-USBVM70119

> Quotation Invoice Date 07/13/2021

> We received your unit and located signs of Customer Induced Damage (CID), which voids the warranty. Please see the picture(s) attached to review the damage found on your unit. For Reference, you may also review examples of top Customer Induced Damage (CID) reasons and whether the damage is covered under warranty or not. The list is not exhaustive and in intended

only as a reference: Notebooks, Monitors, Motherboards, and Graphic Cards. You may confirm and pay the amount following Step 2 below if you would like to proceed with repairs. If you would like more information regarding the damages found or feel this damage was caused during in transit shipping, please follow Step 3 below and provide the required information.

> STEP 1: Please see your product quotation detail below. For more information in regards to types of damage not covered under the ASUS manufacturer warranty, please visit <https://www.asus.com/us/support> or refer to your User Manual.

> STEP 2: Use the buttons at the top right hand corner on the quotation above to proceed with payment or take another action on your repair. Payment must be processed in four (4) business days from the date list on the quotation.

> STEP 3: If the charges quoted for repair are related to physical damage and you suspect the damage may have occurred to your product during shipping, in which you paid for directly through the courier, please initiate the claims process with your courier directly. If you purchased a shipping label from ASUS or ASUS provided a courtesy shipping label, please notify us directly of your concerns so we may determine if a valid claim can be filed on your behalf. Please note if there was no obvious indication of shipping damage to the original packaging, the packaging would not have been retained. If you do initiate a claim with your courier, have information to relay to us on the damages found, or want further explanation of the damages found that voided your warranty, please provide more detail by selecting the "Dispute" button located at the top of this quotation. You may select the "My product doesn't have physical damages" option to provide further information or pictures of your product on your claim.

> Please note that by clicking on the "Pay by Credit Card" button, you will be redirected to a third party's payment website. Your information provided on the third party's payment website will be collected by the third party. If you have any inquiries about how the third party processes your information, please refer to the privacy-related statement of third party for more details.

> The repair process should take approximately 7 business days from once payment is approved, excluding any shipping transit time, backordered parts, or complexity of repairs.

> Please note that if no action is taken with this quotation, your product will be returned to you unrepaired after five (5) business days from the invoice date.

> TypeSerial NumberItemDescriptionProblemQtyUnit Price(\$)
Subtotal(\$)
Total

> IW/CID LANXCV07T02642B 90NX01R0-R10010 C523NA_IO_BD./AS [NOFZZZ] Inspection Fail (Damaged/Version Error/Chip Defect) 1 16.79 16.79 16.79

> IW/CID LANXCV07T02642B 0B200-03060000 C523 BATT/ATL POLY/C21N1808 [NOFZZZ] Inspection Fail (Damaged/Version Error/Chip Defect) 1 41.56 41.56 41.56

> IW/CID LANXCV07T02642B 90NX01R1-R7D010 C523NA-1A BTMCASE ASSY [NOFZZZ] Inspection Fail (Damaged/Version Error/Chip Defect) 1 19.40 19.40 19.40

> IW/CID LANXCV07T02642B ACX01-000300NX CSC LABOR FEE 1 60.00 60.00 60.00

> IW/CID LANXCV07T02642B ACX01-000200NX CSC SHIPPING FEE 1 20.00 20.00 20.00

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- > Item Total (Pre-Tax) 157.75
- > e-Waste Fee 0.00
- > Sales Tax 7.10
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- > Total (USD) 164.85
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- > Terms and Conditions of Asus Service
- > 1. Please read the Terms & Conditions on the Service Form before accepting the quotation.
- > 2. For out of warranty service, formal acceptance is required within 3 business days after the quotation is given. ASUS will consider customer to have declined the service if no reply is received.
- > 3. This quote is valid for 4 business days from date issued.
- > 4. All parts come with limited 3 month warranty from the invoice date.
- > 5. All services are performed within the normal ASUS service center business hours.
- > 6. Payment terms are strictly payment before delivery.
- > 7. The ASUS Computer International sales & returns policy. Any OUT OF WARRANTY repair fee(s) prescribed by ASUS and accepted by the customer is non-refundable and does not guarantee that repairs can be made. If repairable, a limited 90-day warranty will apply to the repair only, excluding any form of physical damage or other customer induced damage. The customer is responsible for return shipment of the out of warranty product as well. Failure to have this form, properly filled out and returned to ASUS Computer International will result in delays. The cardholder also agrees not to request any charge backs on the credit card until any disputed matters are resolved with ASUS Computer International. No charge backs will be made until disputed matters are resolved internally. Your completion of this authorization form helps us to protect you, our valued customers, from credit card fraud. All information entered on this form will be kept strictly confidential by ASUS Computer International.
- > 8. Should for any reason this invoice result in a refund, please be advised that the return shipping fee and labor fee for this product type may be excluded from the refund as those fees are still required for any action performed by ASUS while in possession of your unit.
- > 9. The actual part requirement(s) may change as determined by the ACI (ASUS Computer International) technician at the time of repair.
- > 10. Please be advised that if payment is not received for repairs to the unit, the unit will be sent back un-repaired and may be disassembled. The liquid damage may prevent our repair team from reassembling the unit for return.
- > 11. For further assistance with issues or concerns regarding this invoice, please chat with us (Invoice Quotation Support).
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> This email and any attachments to it contain confidential information and are intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient or receive it accidentally, please immediately notify the sender by e-mail and delete the message and any attachments from your computer system, and destroy all hard copies. If any, please be advised that any unauthorized disclosure, copying, distribution or any action taken or omitted in reliance on this, is illegal and prohibited. Furthermore, any views or opinions expressed are solely those of the author and do not represent those of ASUSTeK. Thank you for your cooperation.

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Asus

Here is your Smart Chat (Ctrl+Space)