Thank you for your purchase of our Certified Refurbished products. You should feel confident and pleased your purchase has saved you money and will contribute to efforts to preserve the environment.

Advanced Skyline Technology Ltd. (AST) revives the highest Quality in off-leased products and exceptional after sales services. As you are aware, off-leased products has been pre-owned, it may show some signs of use and small cosmetic blemishes may be noticed. We as a professional authorized certified refurbished seller would like to assure you, this and all of our refurbished, pre-owned computers have been thoroughly inspected, cleaned, upgraded and tested to perform as new.

AST offers warranty on each product that we sold. Our warranty is designed to provide peace of mind for customers, letting them know that we have not forgotten them after their initial purchase, and that they will be under our precise care. Under the terms of your AST warranty we will fulfill your requirements as best we can, with our exceptional customer service, to minimize any disruptions that may occur.

Should you have any questions, please feel free to contact us, at 1-855-489-0795 Ext.224 or Email: cs@astsys.com, our professional technician team will be happy to assist you.

All of AST’s computers offer **90-days manufactory “Return to Depot” warranty**. Warranty for all other products excluding computers (desktops or laptops) may vary. The manufactory “Return to Depot” HARDWARE WARRANTY, which commences on the date of purchase specified on the original invoice. You are eligible for free return within the first 14 days of your purchase.

Any shipping damage must be reported within the 48 hours of receiving the product and damaged items must be returned to AST along with the original packing materials for credit or replacement.

For DOA (Dead on Arrival) requests, you must contact AST customer support within the first 14 days of purchase. Your AST warranty covers defects in materials and workmanship under normal use and does not apply to:

- Cosmetic damage or minor imperfections including scratches, marks, dents and discoloration
- Damage caused by the use of accessories, peripherals or other products not provided by us
- Damage caused by power surge or disaster including/but not limited to fire, flood, wind, earthquake, or lightening
• Malicious damage or damage arising from accident, abuse, modification, abnormal use or misuse
• Damage arising from improper installation, maintenance or service
• Damage arising from installation of hardware or software not provided by AST or by persons other than authorized AST personnel
• Damage caused by the use of your system and/or accessories in a manner other than their intended use
• Damage caused during delivery/transit of your renewed system via carriers other than those arranged by AST

RMA Shipment Packaging Instructions

1. Include a copy of the RMA/shipping form inside the box
2. Reuse original packaging for return whenever possible to avoid damage during shipment
   • Remove or cover previous shipping labels on the exterior of packaging
   • If shipping individual hardware components (e.g. cards/memory/disk drives), place the components in an anti-static bag prior to packaging the components for shipping
   • Securely close/tape the box to ensure that the box will not accidentally open during transit
   • Clearly mark the RMA number on the exterior of the box to ensure your shipment will be properly identified. (NB: Failure to indicate the RMA number may result in process delay)
   • Treat the return with the same care and respect that you would expect to receive on items being shipped to you

All returns MUST be labeled with a valid RMA number (issued by AST) and AST ID. NO hardware returns will be accepted without a valid RMA number.

NOTE: Laptop battery warranty coverage is limited to 90 days.