
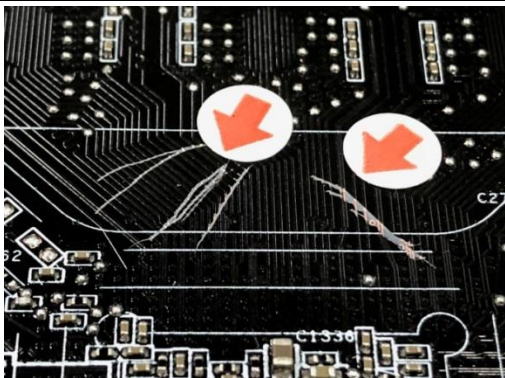
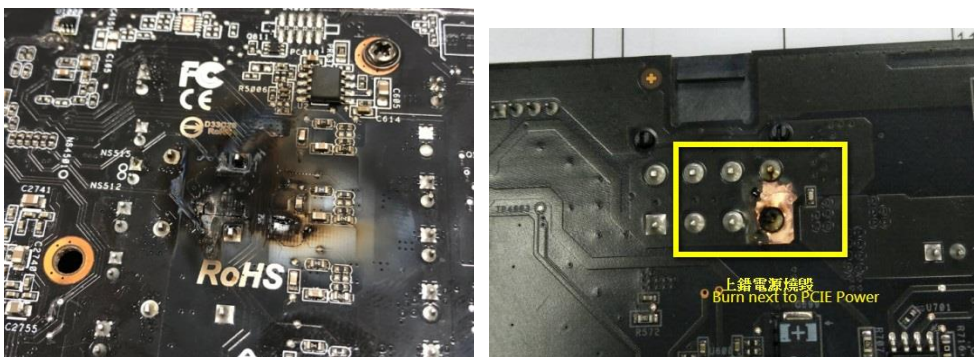
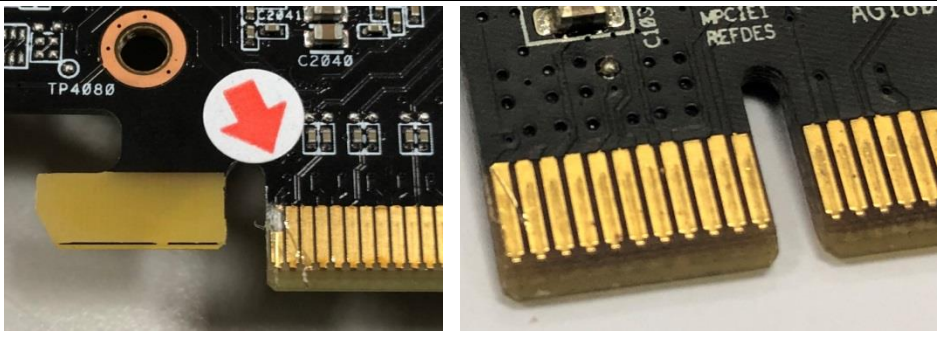
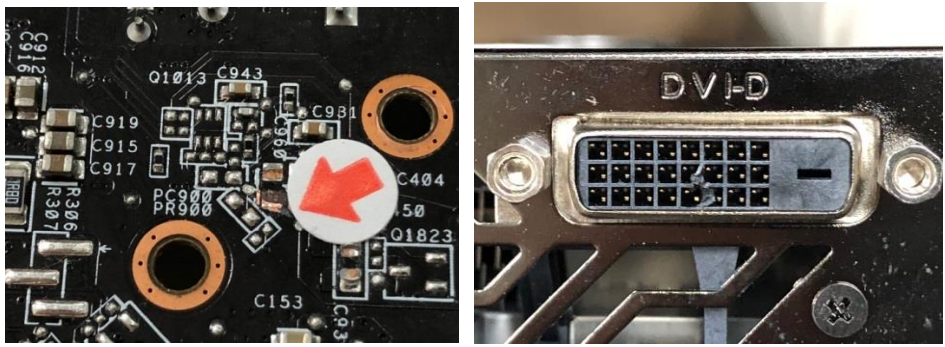



## ASRock Graphic Card Customer Induced Damaged (CID)

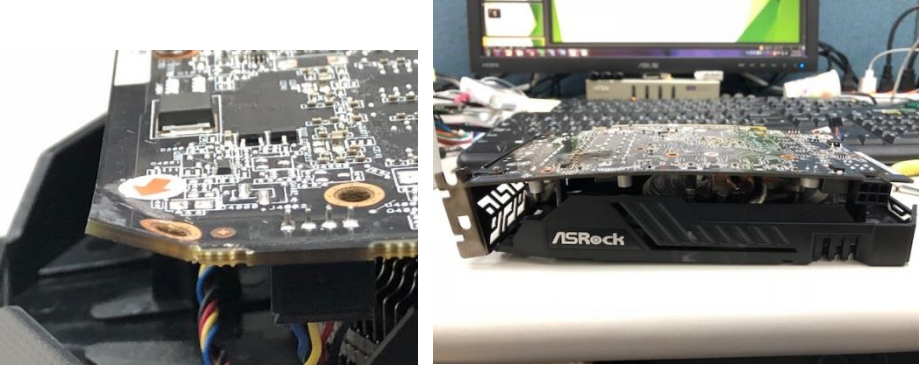
\*\* This document is for ASRock Graphics Card.

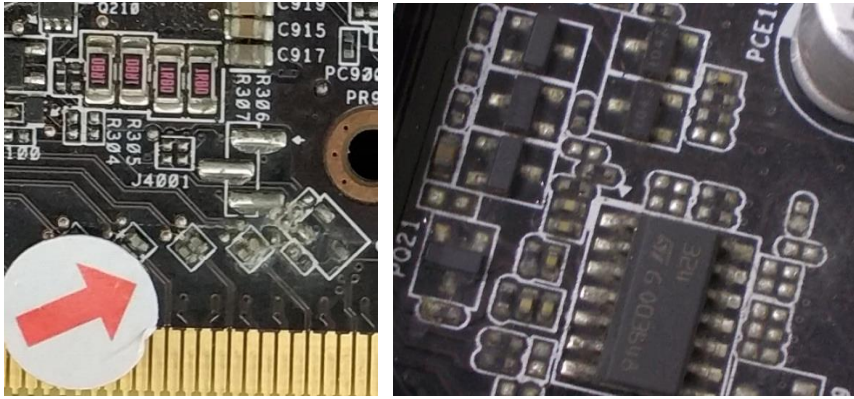
I. Unable to Identify the Serial Number/Removing the Serial Sticker	
1. The serial number label must be clearly visible, displaying both numbers and barcode. 2. Any removal or distortion will be considered a void of the warranty.	
Figure	Warranty Status
	<b>Out of Warranty</b> Return without repair
II. PCB scratch or PCB trace cut	
1. The warranty will be voided if there are any scratches or cuts on the top or bottom side of the PCB.	
Figure	Warranty Status
	<b>Out of Warranty</b> Return without repair
III. Graphic Card Burn	
1. Any burns or PCB delamination will be considered Customer Induced Damage (CID). 2. Burns caused by using incorrect power input to the graphics card will also be considered CID, such as connecting CPU 8 pins to PCIE 8 pins mistakenly	
Figure	Warranty Status
	<b>Out of Warranty</b> Return without repair

IV. Gold Finger Damage	
1. Scratch or cut on the gold finger surface will be considered damage.	
Figure	Warranty Status
	<p><b>Out of Warranty</b> Return without repair</p>

V. Component or connector crash or missing	
1. Damage to components or connectors resulting from improper installation, drops, or collisions is not covered by warranty.	
Figure	Warranty Status
	<p><b>PCB PAD missing</b> Return without repair</p> <p><b>PCB PAD OK</b> Attempt to repair; if unable to repair, the item will be returned to the customer.</p>

VI. Fan broken and damage	
1. Graphics card fan is damaged or broken.	
Figure	Warranty Status
	<p><b>Charge</b> Replacement for FAN</p>

VII. PCB Bent	
1. Graphics card PCB that is bent and damaged will be considered as Customer Induced Damage (CID).	
Figure	Warranty Status
	<p><b>Out of Warranty</b> Return without repair</p>

VIII. Oxidation	
1. Oxidation or corrosion on any part of the graphics card.	
Figure	Warranty Status
	<p><b>Minor oxidation</b> Attempt repair; if repair is not possible, the item will be returned to the customer.</p> <p><b>Serious oxidation and corrosion</b> Return without repair</p>

**Warranty Information for the United States**

- Warranty seals that are removed, tampered with, or missing will not void the warranty.
- ASRock is not responsible for any damage caused by unauthorized repair from a third party.
- ASRock reserves the right to reject warranty claims for obvious physical damage caused by improper modding, installation, or disassembly, or if the product is used not in accordance with its specifications.