



14 day DOA terms & process

From 1st February 2007, Acer extended its DOA time period for Travelmate notebooks from 5 working days to 14 working days from date of purchase (or delivery) to end-user.

The term DOA is an acronym standing for “Dead On Arrival” and strictly speaking, refers to a new, never opened product that is faulty at the point of arrival with the end user. This would mainly be due to transportation from factories to the point of sale or because a faulty component doesn’t start to work at all. Hence DOA is a hardware failure which becomes apparent at the first moment that the new product, never opened, is called upon to operate. Further details can be found with the service & support section of AcerConnect.

To process a DOA claim, the end user (or Acer Partner) must call Acers call centre with all relevant details:

- Serial Number
- Date of Purchase
- Customer Name & contact details
- Fault description

At this point, the call centre, should they deem it necessary, will attempt to diagnose & solve the described fault on the unit. Should this diagnostic attempt fail to cure the fault, the call centre will issue the customer with our chosen couriers priority account details to allow the customer to arrange collection of the unit (at Acers cost), and courier the unit to our repair centre. The unit must be sent with:

- A valid proof of purchase (or delivery)
- Original packaging with all manuals & accessories included

Once the unit is received & allocated to our dedicated DOA team, the DOA claim will be verified against the definition of DOA stated above. Should the unit fall into DOA category, there shall be no attempt to repair and a brand new replacement, of equal or higher specification, will be delivered to the customer (or initial contact) within 2 working days. Should any issues arise whereby this time period cannot be met due to issues outside our control, the customer will be contacted to arrange a viable solution. If the unit is not classified as DOA, a repair will be carried out based upon the warranty status of the unit (i.e. Standard warranty or AcerAdvantage) and upon completion, the unit will be shipped back to the customer (or initial contact) at Acers cost.

Contact Details

End User: 0870 853 1000
Acer Partner priority: 0870 320 0000