



Advanced RMA Replacement for Motherboards

(for US Resellers only)

Advanced RMA Replacement is valid only within the continental United States; not valid for other regions/branches or countries.

Advanced RMA Replacement is valid only after the first 30 days of purchase. Warranty replacement within the first 30 days of purchase should be made through your Authorized Distributor(s).

Qualified products: CSM Models

To apply for Advanced RMA,

1. Please contact MSI Customer Service Specialist Grace Liao at GraceLiao@msi.com
2. The motherboard's RMA request will need to be verified, and an RMA number will then be assigned upon verification.
3. Before MSI ships out a replacement, a completed credit card authorization form is required to permit a hold on your credit card for an amount based on the MSRP of the motherboard.
4. The defective product must be returned to MSI within 14 days after receiving the replacement, or it will be subject to charges for the full value of the replacement product. MSI also reserves the right to enforce the pre-authorized credit card charge in the event that the received product is determined as customer induced damage (CID).

In the case of End of Life (EOL) or out-of-stock products, MSI will, at its sole discretion and remedy, provide a product of equal or greater value and/or specification in accordance with partners' agreement.