

DYNABOOK DOA POLICY FOR CUSTOMER / PARTNER / RESELLER

Terms and condition under which DOA is considered.

- The Product is deemed **Dead-On-Arrival (DOA)** if it is defective upon receipt. This Product has to be returned to the place of purchase within seven (7) days from the date of purchase in its original packaging.
- Any failure pertaining to key component replacement qualifies for DOA – Motherboard, Screen
- For screen if the problem found to be beyond screen dead pixel policy the notebook qualifies for DOA – Refer Dead Pixel Policy
<https://asia.dynabook.com/pixelpolicy/>
- Below Product and other details need to be provided
 - Product model
 - Serial number
 - Distributor Invoice
- Problem details
 - Problem description & symptoms
 - Error code or message (if applicable)
 - Steps taken to isolate the problem (example: Swapping of part to confirm the fault, Hard disk test result, Memory test result etc.)
 - Faulty part information if available (example part description, hard disk capacity, memory size,)
- DOA of the machine has to be certified by Dynabook ASP Engineer or Dynabook Engineer.