



In the event you need to make a claim, please go to the link below and put your serial number in the box provided.

Please ignore the message saying a proof of purchase will be required, this is not needed as the serial number of your Chromebook will already be on their system. It may also ask you for your date of birth, this is not for authentication it is just so you can confirm you are over 18 and not a student making the claim.

<https://eu-rma.asus.com/uk>

The steps for the claim are quite easy, they give you drop downs to choose from such as "broken screen, damage etc"

Put the address down as YOUR address and you MUST be home for the collection and return. This is a courier service so if they come and you have gone out, they may charge to come back, this is not something we have control over, so you need to make sure you are home. You will also need to know the password on the Chromebook and the operating system is Chrome OS.

Once the claim is completed you will receive an email from ASUS with a reference number advising when the Chromebook is going to be collected, (usually the next business day if placed early enough in the day). You will need to confirm on this email that the unit is ready to be collected and they arrange the courier collection. (This usually goes into junk mail so make sure to check that).

Please make sure there are no files or documents you want left on the Chromebook as they could be lost during the repair process.

Once the Chromebook has been collected you can go to the link below to check the status of your repair. You will need the GB reference number you are given for this page.

<https://www.asus.com/uk/support/repair-status-inquiry/>

You can claim for 5 x accidents over a 5 year period free of charge any further claims will be subject to parts and labour charges, you will get offered a quote on the ASUS website to give you an idea of charges.

Any questions or problems in making a claim please contact Jo Dowd -Albion Computers on 0207 212 9081 OR Mobile 07909 331 064

Email : j.dowd@albion.co.uk