



Esplex Ltd
Unit M Eagle Road
Langage Business Park
Plympton
Plymouth
PL7 5JY

Dear Acer Customer,

Following your conversation with the Acer Call Centre, please find the enclosed document that we require to be completed / signed and **returned together** with :

- Your Acer Computer
- Microsoft O.S. CD's only (exclude Norton Antivirus & software CD's)
- Copy of the sales invoice for your Acer product
(refund claim cannot be accepted if in excess of 30 days from the date of purchase of the Acer product).

These items will need to be returned to your local Acer Repair Centre (as indicated by the Call Centre agent) in order to allow us to remove the Windows Operating System and refund you for it. This will take no more than 3 working days from the date we receive all the above.

Please be aware that shipment of the product to our repair centre and back to you after the removal of windows will be at your own expense.

Please note that following the refund, any remaining software support on your Acer warranty will be void.

Acer will refund you in accordance with the value of the Operating System shipped with your Acer product.

XP Home, Vista Home Basic and Vista Business = 30 Euro (approximately £20)
XP Professional, XP Media Centre and Vista Home Premium = 60 Euro (approximately £40)

Should you have any questions, please do not hesitate to contact Acer and we will be glad to assist.

Kind Regards,

Acer Technical Support



Please complete the following and return a copy with your computer.

First Name:
Surname:
House Name/Number:.....
Street:
City:
Post/Zip Code:
Country:
Acer Product Serial Number:.....

I declare that as part of my conversation with my local Acer Call Centre (Case ID Number), I wish to be reimbursed in accordance with the relevant Microsoft EULA for the Windows Operating System supplied with my Acer product.

I formally authorize Acer to remove from the Hard Disk Drive the Operating System (The Hard Disk Drive will be given back to me empty); remove from the machine the Microsoft COA (Certificate Of Authenticity) label; keep the Operating System CD's.

By signing this agreement, and in full accordance with the directions given to me by Acer, I agree to the following:

- I will ship or carry the product (at my own expense) to the Acer Repair Centre closest to me to allow Acer to remove the Windows Operating System.

- I will ship together with the Acer product :
 - Microsoft O.S. CD's only (exclude Norton Antivirus & software CD's).
 - Copy of the sales invoice or receipt for the Acer product.
 - This form filled in and signed.

- I shall not request any further software support from Acer.

I accept that until the items requested above are returned, I am not eligible for any refund.

I agree that this request may be given to Microsoft and agree to hold Acer harmless from any claims by third parties in the event that I have provided any false information in this request.

.....
Signed

.....
Print Name

.....
Date

