



You are sending your ASUS product in for inspection and possible repair under this RMA.

IMPORTANT INFORMATION ABOUT YOUR RMA:

- **ASUS IS NOT RESPONSIBLE TO YOU OR ANY THIRD PARTY FOR LOSS OF DATA.** All or some data may be lost during the inspection or repair process. You are responsible for backing up all data **BEFORE** sending your product to ASUS. **ASUS AND ITS AFFILIATES AND CONTRACTORS ARE NOT RESPONSIBLE FOR LOSS OF ANY DATA.**
- **ASUS DOES NOT GUARANTEE TO RETURN ORIGINAL PARTS, IF REPLACEMENT PARTS ARE NEEDED.** ASUS will not return the original part, if it is being replaced. **ASUS AND ITS AFFILIATES AND CONTRACTORS ARE NOT RESPONSIBLE FOR RETURNING ORIGINAL PARTS IF THEY ARE BEING REPLACED.**
- **ASUS IS NOT RESPONSIBLE FOR THIRD PARTY SOFTWARE/HARDWARE INSTALLED OUTSIDE OF ORIGINAL MANUFACTURER SPECIFICATIONS.** Repair may result in third party software/hardware being deleted or removed.
- **Please note all accessories sent in with your return and are not listed below, will not be returned to you.** Please visit our product – specific handling instructions before processing here: [Product-Specific Handling Instructions for RMA](#)

RMA Number	USBVS30964			
Would you be willing to participate in survey about your repair experience after the RMA is complete?			No	
For LCD, All-in-One PC, Desktop PC, Notebook, Netbooks, Networking, Tablets, Phones, and Wireless: The following accessories may need to be included with your RMA return. Please indicate below whether or not your accessory has been included with your RMA.			FOR ASUS TECHNICIAN USE ONLY	
	Included	Not Included	Included	Not Included
AC Adapter & Power Cord: (MUST return for Power Related Issues)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Battery: (MUST return for Power Related Issues)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antenna (For Wireless Products)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ASUS recommends removing the operating system password and/or unlocking (de-provisioning) the BIOS password to prevent delays in processing your RMA. If your password(s) is not removed or de-provisioned, please be sure to provide below:				
Operating System Password:	Wipe OS if needed, everything is backed up			
BIOS Password:	N/A			
Please provide detailed and thorough description of the problem(s). If additional space is needed, please attach on a separate sheet. Please include all steps so we may be able to duplicate the problem for more complex-related issues.				
Go to https://gabechai.com/rogally to see videos and pictures of the issues.				
* Device will not power off when shut down or restart is selected. (PM issue?) * GPU Drivers will fail to load intermittently causing issues with adjusting screen resolution and refresh rates, falling back to basic drivers. * Sometimes device will not wake up from sleep, requiring a hard shutdown * Sometimes will fail to recognize external display, sometimes will partially recognize external display (Will show 800x600 for example instead of correct resolution)				
Attempted fixes: * Updating firmware * Reinstalling chipset drivers and GPU drivers. * Wiping and reinstalling Windows from Cloud Recovery				
Printed Name	Gabriel Chai		Date	04/02/2024
Signature				