

# (BELGIAN) WINDOWS REFUND @ ACER - SHORT STORY

IT IS POSSIBLE TO BE REFUNDED AT ACER COMPUTERS,  
BUT IT'S NOT YET PERFECT. PLEASE READ THIS INFO !

*This page is about **freedom of choice**. Software is like cars: You have different brands, each customer has a preference for a different brand. Some people prefer BMW, others Opel,...*

Comments, questions and help on unsolved issues are welcome. You can send me an email at christophe AT vandepas DOT com

Christophe Vandepas

The **long** (not updated) story you'll find here: [winrefund.long.htm](http://winrefund.long.htm)

DISCLAIMER: This page contains ONLY FACTS, I am not trying to tell bad things about Acer Computers. They make good and cheap laptops. You will find all the mails and phone calls I made/wrote with my (short) comments.

## ChangeLog

- xx Mar 2005 : Acer starts selling Linux laptops in Thailand and the USA (source: Inquirer.net)
  - 22 Apr 2005 : **Complete rewrite of the page with latest info** , long and short version
  - 13 Feb 2005: This page hasn't been updated yet due to negotiations with Acer
- The current situation is that we are approaching an agreement about the refund procedure. Feel free to contact me if you have questions
- 30 Sep 2004: Test-Aankoop interesting answer
  - 17 Sep 2004: send a letter to Acer (with signing at receipt)
  - 10 Sep 2004: added the Acer answer + stuff about Test-Aankoop/Test-Achats
  - 05 Sep 2004: wrote mail for Acer, not send yet
  - 03 Sep 2004: started this story

## Reminder List

This will become a list of reminders to everyone that will ask a refund to his Manufacturer.

- at time of ordering ask if it is possible to have it without OS (even if you know it is not possible)
- take a GNU/Linux Install CD (or knoppix) to the computer store when going to get your computer
- print your Microsoft-Windows Removal Certificate (download see later)
- get your laptop and at the store sign/stamp the Certificate and delete all partitions of the disk in their presence
- go home and install your favorite OS/distro
- start contacting your Manufacturer for a refund. Please do NOT specify you are a Linux user
- this is not the priority. You just REJECT the EULA, that's all.

## Microsoft-Windows Removal Certificate

You can find an empty version here : [PDF](#) & [SXW](#)

## Actual Story - Refund Possible !

Before ordering my pc @ my computer store I asked if Acer sold PC's without OS. Of course I got the usual answer: NO So I bought the computer, and refused the Windows EULA:

*"By installing, copying, downloading, accessing or otherwise using the SOFTWARE, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, you may not use or copy the SOFTWARE, and you should promptly contact Manufacturer for instructions on return of the unused product(s) in accordance with Manufacturer's return policies"*

The computer store signed my Certificate...

After loads of negotiations, and unfortunately also hardware problems we came tot the current situation:

- **the refund procedure exists !**
- you'll be refunded 'the value of the OS when shipped' (my case 30 euro, WinXP Home)
- with your removal certificate you prove that the OS is removed from your disk

- you can take off by your own the MS Windows License

### *Procedure:*

Contact Acer Helpdesk and tell them you know a refund procedure exists because you refuse the EULA. They should send you a fax/email with the **Refund Contract** and the procedure that should be like this:

- send the License with only the MS Windows CD's
- add a copy of the prove of purchase (to prove you did the request in 30 days of purchase)
- add a copy of the MS Windows Removal Certificate (download it above)
- sign and fill in the paper that Acer send you

### *What didn't I reach yet?*

- 30 euro is not a lot, I would like to have a proof that it is indeed that amount. But I couldn't get it yet.  
- The contract says: "I also agree to keep at my own charge the risks connected with the installation...".  
I do understand this, but in case of hardware troubles they'll probably say that it's the fault of your OS, I wanted to add the following in the contract: "*An independent organisation will be contacted by the customer to determine the cause of the defect, either hardware or due to the Operating System*". But for an unclear reason they refused (see long story if I updated it yet).

### *Why did I quit?*

The current workload at my university is increasing, and with the approaching exams I have even less time. I therefore hope **that someone is going to negotiate about the 2 last matters**.

If you'd like to, please contact me and I'll inform you about everything needed and i'll send an email to mr Merkus telling him the 'good news'.

Feel free to have a look at the [winrefund.long.htm](#) story. I will try to update it when I have time. This page will take LOADS of time to update, so please be patient (or send me annoying emails :-)

## Thanks

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- [Test-Aankoop / Test-Achats](#), a consumer organisation, who will help me handle this case
- [Allwebsales computers](#) who signed me my "Windows Removal Certificate"
- [IDJ.be](#) *Information et documentation des jeunes et du grand public !* for their free legal advice
- Werner Heuser @ [tuxmobil.org](#) for adding a link to this page on the website
- Brenno J.S.A.A.F. de Winter from [www.dewinter.com](#) for his support
- YOU for reading this page
- YOU for giving me tips and work TOGETHER to get a refund

