

## Silicon Power Warranty Policy

### 1. Warranty Statement

SILICON POWER COMPUTER & COMMUNICATIONS INC., (Silicon Power™) warrants to the original end user customer that all its flash products are free from defects in material and workmanship under normal use during the warranty period. Subject to the conditions and limitations set forth below, Silicon Power will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Silicon Power without charge for parts and labor, and Silicon Power will either replace it with a new one or repair it to be functionally equivalent to a new one. This limited warranty does not cover any damage to any product that results from:

- (1) Improper installation, accidents, or negligence.
- (2) Abuse, misuse, or any unauthorized disassembly, repair, or modification.
- (3) Unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, or acts of God.
- (4) Damage or alteration of warranty, quality or authenticity stickers
- (5) Carrying an incorrect, damaged, or unclear product serial number.
- (6) Purchased from an unauthorized reseller/retailer

### 2. Warranty Claim Requirements

1. Proof of the place and the date of purchase: Warranty card or Online product registration.
2. Products must bear Silicon Power labels.
- 3 Undamaged outward appearance.
4. SSD,HDD series: Please send all accessories (Include screws, USB cable) along with main product.1.



### 3. Duration of Warranty

#### Product Warranty Period Remark

- (A) The memory card series such as SD, miniSD, Micro SD, MMC Series, CF, SD-USB is 5 years warranty. High Endurance 、WiFi SD are 2 years warranty.
- (B) USB pen drives: : 5 years warranty. SP xDrive Z30, Z50 are 2 years warranty. Mobile 110 is 1 year warranty.
- (C) Silicon Power Memory Modules Series: Lifetime warranty. Elixir Memory Modules Series: two years warranty. (For detailed information, please refer to Elixir Memory Modules warranty policy)
- (D) SSD series: Three years warranty. ( S85 / S70 / V85 / V70 Five years warranty, IDE & SATA series / E10 / M10 Two years warranty)

(E) Hard disk drive series: USB 2.0 series: Two years warranty. USB 3.0 series /Portable SSDs: Three years warranty.  
(AC power adapter: One year warranty, USB cable: Three months warranty)

(F) WiFi drive series: Two years warranty. WiFi SD card: Two years warranty.

(G) Power Bank: Thirteen months warranty (P20/P40/P50 One year warranty )

(H) Thunderbolt : Three years warranty.

(I) Card Reader: Two years warranty.\*Handy 33 in 1: One year warranty

(J) Industrial Solution:

**SLC & pSLC based Flash products:** for THE SHORTER OF : (I) FIVE YEARS, BEGINNING ON THE DATE THE PRODUCT WAS PURCHASED IN ITS ORIGINAL SEALED PACKAGING; OR (II) THE PERIOD ENDING ON THE DATE WHEN THE SSD HAS EXCEEDED ITS TBW (TOTAL BYTES WRITTEN) THRESHOLD AS MAY BE INDICATED BY SILICON-POWER'S SSD TOOLBOX SOFTWARE. (FOR SPECIFIC INFORMATION ON THIS THRESHOLD, PLEASE REFER TO THE DATA SHEET FOR YOUR PARTICULAR SSD PRODUCT.)

**MLC based Flash products:** for THE SHORTER OF : (I) THREE YEARS, BEGINNING ON THE DATE THE PRODUCT WAS PURCHASED IN ITS ORIGINAL SEALED PACKAGING; OR (II) THE PERIOD ENDING ON THE DATE WHEN THE SSD HAS EXCEEDED ITS TBW (TOTAL BYTES WRITTEN) THRESHOLD AS MAY BE INDICATED BY SILICON-POWER'S SSD TOOLBOX SOFTWARE. (FOR SPECIFIC INFORMATION ON THIS THRESHOLD, PLEASE REFER TO THE DATA SHEET FOR YOUR PARTICULAR SSD PRODUCT.)

(K) Accessory: Battery: Six months warranty, Blast Plug: One year warranty, Boost Link: One year warranty,  
Boost Charger: One year warranty,

#### 4. Warranty Claim Procedures

1. Return to an authorized Silicon Power dealer or distributor from which you purchased the Silicon Power product. Please confirm the terms of your dealer's or distributors return policies prior to returning the product.
2. Returning directly to the Silicon Power service centre: Obtain a Return Merchandise Authorization (RMA) number through Silicon Power's website, and follow the product return procedures.

#### 5. Repair Charges

##### Within Warranty Period

Should the product fail under normal use in the recommended environment due to improper workmanship or materials, Silicon Power will repair the Product or replace it with a comparable one without any charge for parts and labor. Please note that the limited warranty does not cover any defect products be caused by any of the mentioned factors listed above (ex. misuse, neglect, abuse, beyond warranty period outside warranty etc.)

#### 6. Remarks

- (1) Silicon Power is not responsible for damage to or loss of any programs, data or removable storage media. It is highly recommended to save (back up) any programs, data or removable storage media.
- (2) Silicon Power's RMA return policy is based on stock availability; hence the repaired product that you receive might not be the one you have originally sent.
- (3) Due to the ongoing technology, in case of the discontinuity of any product, Silicon Power will be unable to repair the product, and therefore replace the product with a comparable one.

**For our warranty policy, please refer to Silicon Power Official website.**

#### 7. Contact Tech Support

E-Mail: [service@silicon-power.com](mailto:service@silicon-power.com)

## Elixir Memory Module Warranty Policy

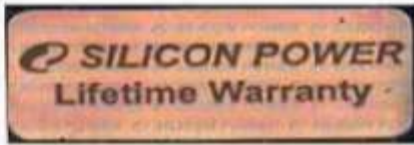
### 1. Warranty Statement

SILICON POWER COMPUTER & COMMUNICATIONS INC., (Silicon Power™) has been authorized agent of “Elixir” Memory Module since August, 2006. Duration of Warranty is based on Lifetime Warranty label or Production period which is marked on Elixir label. Elixir Memory Module is free from defects in material and workmanship under normal use during the warranty period. Replacement products will be provided by Silicon Power without charge for parts and labor, and Silicon Power will replace it with a new one. This limited warranty does not cover any damage to any product that results from:

- (1) Improper installation, accidents, or negligence.
- (2) Abuse, misuse, or any unauthorized disassembly, repair, or modification.
- (3) Unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, or acts of God. It also does not extend to any product:
- (4) Carrying an incorrect, damaged, or unclear product serial number.
- (5) Purchased from an unauthorized reseller/retailer

### 2. Duration of Warranty

#### 2-1 Silicon Power “Lifetime Warranty” label



\*If the product bear Silicon Power “Lifetime Warranty” label, Replacement products will be provided by Silicon Power without charge for parts and labor,

#### 2-2 Production period of Elixir label.



\*0345 represents the product is produced in forty-fifth week of 2003. It is out of warranty period.



\*0652 represents the product is produced in fifty-second week of 2006. It is on warranty period.

\* Duration of Warranty is based on Lifetime Warranty label or Production period which is marked on Elixir label. If there is any questions, please contact Tech Support

E-Mail: [service@silicon-power.com](mailto:service@silicon-power.com)