

Silicon Power Warranty Terms & Conditions

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:

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

2. Warranty Claim Requirements

- Proof of the place and the date of purchase: Warranty card or online product registration.
- Original Package (DOA case)
- Products must bear Silicon Power labels.
- Undamaged outward appearance.
- SSD, External storage series: Please send all accessories (Include screws, USB cable) along with main product.



**DAMAGED OUTWARD
APPEARANCE**



**DAMAGED OR
TOM LABEL**

3. Duration of Warranty

3.1 Product Warranty Period Remark

- The memory card series such as SD Card, Micro SD Card, CF Card, Apple expansion Card are covered with 5-year limited warranty. High Endurance 、WiFi SD are covered with 2-year limited warranty. The memory card products that are originally purchased before May 1st, 2018 still covered with limited product lifetime warranty.
- USB flash drives are covered with 5-year limited warranty. The USB flash drive products that are originally purchased before May 1st, 2018 still covered with Limited Product Lifetime Warranty. SP xDrive Z30 and Z50 are covered with 2-year limited warranty. Mobile 110 is covered with 1-year warranty.
- Silicon Power Memory Modules Series: Lifetime warranty. Elixir Memory Modules Series: 2-year limited warranty. (For detailed information, please refer to Elixir Memory Modules warranty policy)
- SSD series: 3-year limited warranty. (S85 / S70 / V85 / V70 5-year limited warranty)
- PCIe SSD series: 5-year limited warranty. (P32A80 3-year limited warranty)
- External storage series: USB 3.2 Gen 2 / USB 3.2 Gen 1 External Storage 、PSD 、Thunderbolt, 3-year limited warranty ; AC power adapters, 1-year limited warranty
- AC power adapters: 1-year limited warranty, USB cable: Three months warranty)
- WiFi drive series: 2-year limited warranty. WiFi SD card: 2-year limited warranty
- Power Bank: 13-month limited warranty (P20/P40/P50 1-year limited warranty); 2-year limited warranty for European Union regions
- Card Reader: 2-year limited warranty.*Handy 33 in 1: 1-year limited warranty
- Accessory: Blast Plug/Boost Link Boost Charger: 1-year limited warranty
- Industrial Solution:

SLC & pSLC based Flash products: for the shorter of:

- 5-year limited warranty, beginning on the date the product was purchased in its original sealed package ; OR
- The period ending on the date when the product has exceeded its TBW (Total Byte Written) Threshold as may be indicated by Silicon-Power's toolbox software. (For Specific information on this threshold, please refer to the datasheet for your particular product.)

MLC based Flash products: for the shorter of:

- 3-year limited warranty, beginning on the date the product was purchased in its original sealed package ; OR
- The period ending on the date when the product has exceeded its TBW (Total Byte Written) Threshold as may be indicated by Silicon-Power's toolbox

software. (For Specific information on this threshold, please refer to the datasheet for your particular product.)

Industrial DRAM modules:

- Silicon-Power offers limited lifetime warranty to its DRAM module products, and will, at its option, either: (1) repair the Product, or (2) replace the Product with new or refurbished Product of equal or greater capacity and functionality. Silicon-Power may replace Your Product with one that was previously used, repaired and tested to meet Silicon-Power specifications.

Lifetime is defined as the lifetime of the Product on the common market as long as a product that has similar function and technology to the Product is available on the common market as a new product. This limited lifetime warranty applies only to the original purchaser of the product as long as the original purchaser owns the product.

4. Warranty Claim Procedures

- Return to an authorized Silicon Power dealer or distributor from which you purchased the Silicon Power product. Please confirm the warranty policy terms with your dealer's or distributors return policies prior to returning the product.
- 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

- 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.
- 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.
- 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

Elixir Memory Module Warranty Policy

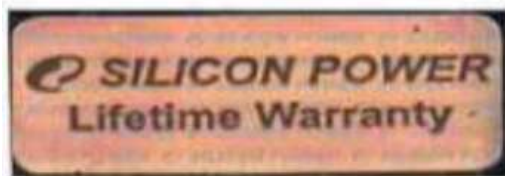
1. Warranty Statement

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:

- Improper installation, accidents, or negligence.
- Abuse, misuse, or any unauthorized disassembly, repair, or modification.
- 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:
- Carrying an incorrect, damaged, or unclear product serial number.
- 5 Purchased from an unauthorized reseller/retailer

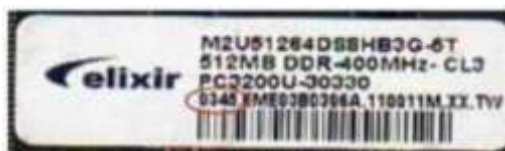
2. Duration of Warranty

- Silicon Power Product “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 question, please contact Tech Support
E-Mail: service@silicon-power.com

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