

Silicon Power Warranty Terms & Conditions

1. Warranty Statement

SILICON POWER COMPUTER & COMMUNICATIONS INC., (SP) 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
- Warranty or authenticity stickers have been altered, smeared, removed, damaged and lost.
- Carrying an incorrect, damaged, or unclear product serial number
- Purchased from an unauthorized reseller/retailer

2. Warranty Claim Requirements

- Proof of the place and date of purchase: Warranty card or online product registration
- DOA products should be returned with original package.
- Products must bear Silicon Power labels
- Undamaged outward appearance
- SSD and external storage series: Please send all accessories (Include screws, USB cable, etc.) along with main product



3. Duration of Warranty

Consumer products are not suitable for equipment of long-term and continuous use, including but not limited to the following devices or conditions:

- A. Video conference call ,security monitoring devices, networking surveillance cameras
- B. Car cam recording devices
- C. Loop Recording or loop video playing devices
- [※ For item A to C : micro SD High Endurance /Golden series products are not within this limitation]
- D. Medical and military specific devices
- E. Uninterrupted data recording devices (i.e. Servers)
- F. Storage write-intensive applications, such as miner, virtual currency operations.
- G. Other circumstances beyond general use or SP' s warranty. SP will determine based on actual conditions whether the original warranty period is applicable. If not, SP might not be able to provide this warranty service.

- Memory Cards

SD / Micro SD / CF Cards series: 5-year warranty.

microSD High Endurance/ microSD Golden Superior series : 2-years warranty.

microSD Golden / microSD Golden Elite series: 1-year warranty.

※Memory cards purchased from SP before December 31st, 2018 will still be covered by a limited product lifetime warranty.

- USB flash drives

All USB flash drives (except SP xDrive Z50, Z30) : 5-year warranty.

SP xDrive Z50 / SP xDrive Z30 : 2-year warranty.

※USB flash drives purchased from SP before December 31st, 2018 will still be covered by a limited product lifetime warranty.

- Memory Modules

Silicon Power Memory Modules Series: Limited Lifetime warranty.

Elixir Memory Modules Series: 2-year warranty.

※For detailed information, please refer to Elixir Memory Modules [warranty policy](#).

- SSD

SP SSDs warranty is covered by limited warranty since the date of purchase or TBW which is exceeded [TBW threshold](#) via [SP tool box](#), whichever occurs first.

All SATA SSD series (except S70, V70, S85, V85) / PCIe SSD P32A80 / mSATA M10: 3- year warranty.

SATA SSD S70, V70, S85, V85/ All PCIe SSD series (except P32A80) : 5-year warranty.

- External storage

All External Storage / Portable SSDs / Thunderbolt: 3-year warranty.

All External Enclosures: 2-year warranty.

AC power adapters: 12-month warranty.

USB cables: 3-month warranty

- Card Reader

All Card readers (except Boost SU20, Handy 3-in-1): 2-year warranty.

Boost SU20 card reader: 1.5-year warranty.

Handy 3-in-1 card reader: 1-year warranty.

※2-year warranty for European Union regions.

- Power Banks

All Power Banks : 13-month warranty.

※2-year warranty for European Union regions.

- Accessories

Blast Plug : 1-year warranty.

Boost Link: 1-year warranty.

Boost Chargers/ Car Chargers: 1-year warranty.

Wireless Charger: 1-year warranty.

※2-year warranty for European Union regions

- Industrial Solutions:

SLC/ pSLC -based Flash products: 5-year 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 / 3D TLC -based Flash products: 3-year 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: 10-year warranty.

4. Warranty Claim Procedures

- Return to the 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 distributor's 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 defective products caused by any of the mentioned factors listed above (ex. misuse, neglect, abuse, beyond warranty period, outside warranty, etc.)

6. Remarks

- The warranty does not cover any recovery or back up on any digital data in the product. It is highly recommended to save (back up) any programs, digital data before sending products to SP for warranty service. SP does not guarantee the completeness of the data stored in products during the RMA process and is not liable for any damages or losses of digital data stored in products during the RMA or even delivery process.
- SP will either replace it with a refurbished or new one or repair it to be functionally equivalent to a new one. Hence, the repaired product that you receive might not be the one you originally sent.
- Due to ongoing technology or in case of discontinuity of any product, SP will be unable to repair the product, and therefore replace the product with a comparable one.
- The new, refurbished or functionally equivalent product provided by SP under the Warranty Service will be warranted for the remainder of the original warranty period
- To continuously improve the quality and performance of our products, SP reserves the right to change the appearance, content or specifications of our products without prior notice.
- For limited Lifetime Warranty products, the warranty service starting from the original purchase date until the end of product life cycle. (The end of product life cycle is determined by SP).

7. Product Condition Warranty (Exclusive to Amazon US):

SP will provide free replacement and return labels to the customer in the case that the item purchased from Amazon US is deemed "Used" or "not New" upon arrival. To request a replacement and return label, please inform our customer service team at fba_us@silicon-power.com of the customer's Amazon US order ID and ship-to address. The subsequent events are illustrations of those that will be addressed in our Product Condition Warranty: In the event that an SP product purchased from Amazon US was delivered in packaging that had been previously opened or repackaged, appeared used, failed to have a protective covering, had a missing or broken seal, or had a portion of the product missing.

8. Contact us

If there are any questions or concerns, please contact Customer Service Support

E-Mail: service@silicon-power.com

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