

Is my data safe when I send my USB flash drive back to Kingston for Warranty Replacement or Repair?

Kingston realizes the importance of maintaining the confidentiality of our customers' personal data and information. Kingston takes measures to ensure the security of all of our customers' personal information when a device/media is returned to our RMA facility for warranty replacement or repair.

When the device/media reaches our repair center, it will undergo a thorough testing process and re-initialization. During this phase, the device/media is low-level formatted and sanitized by the programming/erasing of each NAND cell then reset to the original manufacturer's state, ensuring that all previously written data is unrecoverable*.

If the device/media is not in a functional state, the device/media will be destroyed.

*Complete Erasure Verification performed by DriveSavers Data Recovery, an industry leading, certified secure third-party data recovery service vendor specializing in SSD technology, encryption, forensics and the recovery of enterprise class storage systems for financial, healthcare, commercial and government organizations.