

1. Warranty policy:

Warranty policy ADATA provides replacement or repair services to our customers for defective products within the applicable warranty period.

2. Limitation of warranty:

Limitation of warranty Please note that ADATA is not responsible for providing free repairs if the product defect is caused by any of the following factors:

- (1) Damage caused by natural calamity or any inappropriate usage.
- (2) Product has been repaired or taken apart by unauthorized technicians.
- (3) The warranty label is altered, damaged or missing.
- (4) Product serial number does not conform to our original system or the label has been damaged.
- (5) Products purchased from unauthorized agents. This limited warranty covers only repairs or replacements of ADATA products. ADATA is not liable for any loss of data or any cost incurred from determining the source of system problems, removing, servicing or installing ADATA products.

3. Customers who are suitable for warranty rules:

Customers who are suitable for warranty rules. ADATA warranty policy applies to all ADATA products sold at authorized agents.

4. Duration of Warranty:

(1) DRAM Module:

ADATA brand: all ADATA series of module bought from 2005/7/1 and are covered by a lifetime warranty.

V-DATA brand: all V-DATA series of module bought from 2005/7/1 and are covered by a two-year.

(2) Flash Memory Products:

Pen Disk:

The series of My Flash pen disks bought from 2005/7/1 and are covered by life time warranty.

The other ADATA pen disks bought before 2005/7/1 are covered by a two-year warranty.

Flash Card:

• SD/ CF/ MMC/ mini SD/ MMC Plus: these memory cards bought from 2005/7/1 and are covered by a life-time warranty.

• XD/ MS/ SM:

These memory cards are covered by a two-year warranty.

Adapter: • The series of adapters are covered by a two-year warranty.

(3) Multi-media Product:

MP3 Product:

The MP3 product is covered by a two-year warranty.

Image Product: image products such as i-Drive and Pen DSC are covered by a two-year warranty.

NOTE : The lifetime warranty depends on the life span of the products. ADATA provides free repair or replacement service when a broke item is classified as "non-personal damage" within its life span. Please be noted that the product's life span will be terminated one year after ADATA issues its "END-OF-LINE (E.O.L NOTE)" notice. In other words, the warranty service shall be invalid after that.

(4) Storage Product

Express Card: • The series of Express Card are covered by a lifetime warranty.

SSD: • The series of SSD are covered by a three-year warranty.

HDD: • The HDD product is covered by a three-year warranty.

5. Additional Remark

- 1) ADATA cannot guarantee that the data completeness in RMA process. Please copy your data in advance before you sent.
- 2) It's probably that the customer cannot get his original product, because of that a section of service maybe to exchange by spare parts.
- 3) Because of product eliminate cycle fast, if there is any product line was terminated, it's probably that a section of ADATA service maybe to exchange substitute.

Warranty Policy

WITHOUT RMA NUMBER PACKAGES WILL BE REJECTED AT CUSTOMERS COST