

MORE ABOUT KINGSTON

COMPANY OVERVIEW

HOW TO REACH KINGSTON

WHY KINGSTON?

COMPANY OVERVIEW

Founded in 1987, Kingston Technology is the world's largest independent manufacturer of memory products for desktop computers, notebooks, servers, workstations, printers, digital cameras and palmtop computers.

Kingston enjoys a unique position in the memory market since it has key relationships with the top tier semiconductor manufacturers, original system makers and distribution (channel) partners. The company also has sister companies in the component packaging (Payton Technology) and test and validation test lab (AVL) sectors.

A global company with more than 2,000 products and sales of \$1.6 billion in 2000, Kingston serves an international network of distributors and OEM customers in the US, Europe, Asia, Africa, Australia and Latin America, representing more than 3,000 locations worldwide.

The Kingston spirit reflects an individual commitment...

CORE VALUES

Respect for one another in our culturally diverse environment

Loyalty to our long-term partnerships

Flexibility and **adaptability** in responding to customer needs

Investing in our employees to continuously improve our most valuable resource

Having fun working in the company of friends

HOW TO REACH KINGSTON

U.S. HEADQUARTERS

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High-end Memory Sales	+1 (888) 435-5446	+1 (714) 435-2618	high_end@kingston.com
ValueRAM Sales	+1 (877) 435 8726	+1 (714) 445-3496	valueram@kingston.com
Technical Support	+1 (800) 435-0640	+1 (714) 424-3939	tech_support@kingston.com
RMA	+1 (800) 337-3719	+1 (714) 435-2643	rma@kingston.com
MEMORY-INTERNATIONAL (Supporting All Regions Except Europe)	PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
Memory Sales (in English)	+1 (714) 437-3334	+1 (714) 438-1820	intlsales@kingston.com
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WHY KINGSTON?



ISO 9001 CERTIFICATION

Kingston is ISO 9001 certified as part of a continuing global effort to assure customers the highest quality service and products.

EXCEPTIONAL QUALITY

In addition to our ISO 9001 certification, we have established an extensive DCAT (Design, Components, Assembly, and Test) quality-control process to ensure total product reliability.

PROVEN INDUSTRY LEADER

Kingston has been making memory modules since 1987.

100% PRODUCT TESTING

Kingston tests every memory module before shipping. Our customized test equipment is so comprehensive that it can test every cell on every chip on every module-on a 64MB module, that's 512 million cells!

PREMIUM COMPONENTS

Kingston buys 100% of its memory chips from top-tier DRAM suppliers.

FREE TECHNICAL SUPPORT

Technical support professionals are available to answer your call 24 hours a day, 7 days a week at (800) 435-0640. Average wait time is less than 1 minute.

KINGSTON'S LIFETIME WARRANTY

All of Kingston's memory modules carry a lifetime warranty.

FREE EVALUATION UNITS

Kingston offers a free 30-day product evaluation program to qualified corporate customers.

100% COMPATIBILITY GUARANTEE

Kingston guarantees all memory products to be compatible with the system or family of systems for which they're designed.

OVERNIGHT PRODUCT REPLACEMENT

In the unlikely event your Kingston product needs repair or replacement, we will cross-ship a replacement product to you overnight (in most cases).

FREE LITERATURE

Kingston is committed to educating customers on memory and related technology. White papers, memory bits, and other informative tools are available free of charge in electronic and printed formats. Send requests to webmaster@kingston.com.

FIELD SUPPORT

Kingston's field sales team is available for regional and on-site customer support.

USER-FRIENDLY WEB SITE

Kingston's Web site www.kingston.com has the latest information on industry trends, promotions, product releases, and more.