



Warranties & Policies – Memory Products

PNY Technologies Asia Pacific Limited (PNY Asia) provides a limited warranty services for PNY Asia products with original end-user. The products must bought from authorized Agents, system builders, and distributors. For the RMA (Return Material Authorization) request, you must contact the seller from which you purchased the applicable product, or a PNY Asia-authorized distributor in your particular country.

PNY Asia warrants to the purchaser of the Product in its original sealed packaging that the Product is free from defects in material and workmanship, subject to the conditions stated herein, for THE SHORTER OF : (I) THE LIMITED WARRANTY PERIOD, WHICH DURATION IS SPECIFIED IN THIS AGREEMENT, BEGINNING ON THE DATE THE PRODUCT WAS PURCHASED IN ITS ORIGINAL SEALED PACKAGING; OR (II) THE PERIOD ENDING ON THE DATE WHEN THE SSD HAS EXCEEDED IT'S TBW (TOTAL BYTES WRITTEN) THRESHOLD AS THE RESULT MAY BE CONVERTED AND INDICATED BY "DATA UNITS WRITTEN" FROM PNY'S TOOL BOX SOFTWARE (FOR SPECIFIC INFORMATION ON THIS THRESHOLD, PLEASE REFER TO THE DATA SHEET FOR YOUR PARTICULAR SSD PRODUCT, OR VISIT OUR WEBSITE AT <https://www.pny.com.tw/en/products/solid-state-drives/>

Warranty Period

Regarding to the product warranty period, please refer to the instructions on the package, or the product overview on the PNY Asia website. During the warranty period, where product failures occur under normal use, PNY Asia will, at its sole discretion, provide repair or replacement service after confirmed by PNY Asia. If the product has been End-of-life (EOL), PNY Asia will arrange replacement it by similar or superior specifications.

For the out of warranty products, PNY Asia may refuse to provide warranty service. If PNY Asia allows for products repair, the consumer is responsible for all repair costs. This will include replacement part, test, labor, freight and taxes. All pricing is in USD or NTD. The warranty period on repaired products is thirty (30) days from the repair.

For Original Equipment Manufacturer (OEM) products, the RMA is follows condition of the original sale order with PNY Asia.

Lifetime warranty

Product lifetime warranty runs until to the model end-of-life (EOL). The warranty support may last a one year after product discontinued, at PNY Asia discretion. For the EOL products, we will remove the model information at product page on PNY Asia website.

* In USA and Canada region, all product warranty declaration based on the PNY USA website (www.pny.com)

* In Europe region, all product warranty declaration based on the PNY Europe website (www.pny.com.eu)



Limitations

If product is not manufactured/produced by PNY Asia, please contact the shop of purchase or the cooperative partner manufacturer directly for warranty service. The product warranty is not assignable; products purchased via secondhand sources are not under warranty by PNY Asia. If you did not the original sales receipt, then the warranty based on the product production date.

PNY Asia does not provide warranty coverage for product damaged, broken, open where product coverings, sticker-labels or product housing is deemed tampered with at PNY Asia's sol discretion. PNY Asia product warranties do not include product-accessory parts.

Disclaimers

This warranty does not apply to product failure caused by accidents, abuse, mishandling, improper installation, alterations, acts of nature, improper usage, and problems with electrical power. In addition, opening or tempering with the product casing, or any physical damage, abuse or alteration to the product's surface, including all warranty. PNY products must be use with devices that conform to market/recommended industry standards.

PNY shall not event be liable for any consequential, indirect, or incidental damages, lost profits, lost business investments, lost goodwill, or interference with business relationships as result of lost data. PNY is also not responsible for damage or failure of any third party equipment, even if has been advised of the possibility.

Product failure can result in loss, deletion, corruption ,alteration of data (date loss) or can't delete data. PNY is NOT liable for data loss, data saving or data delete in connection with the product, regardless of the cause. We highly recommend that you maintain a verified back up of all data on the product as a safeguard against data loss.

PNY Asia does not provide service under circumstances other than previously mentioned in the warranty policy, nor carry any other implicit, explicit, or subsidiary obligation in the warranty policy. Please refer to, and only to, the warranty policy for PNY Asia service obligation. The above warranty terms are unique and all. It's will replace the warranty terms supersedes any other promise in oral or written form.

PNY Asia may access the data and information stored in the PNY product ("consumer Information") and may be aware of the content thereof during the process of performing this warranty service. PNY Asia hereby agrees that PNY Asia will not disclose any consumer Information to any third parties without your prior written consent, except PNY Asia's employees who need to access the consumer Information for the purpose of providing this warranty service with the product.



Warranty Claim Procedures and Requirements

For end-user, Warranty coverage requires proof of purchase documentation evidencing the date of purchase (sales receipt or invoice) and original packaging. All Asian countries, please contact your local All Asian countries please contact your local authorized agent or authorized distributor to arrange a Return Material Authorization (“RMA”). If didn't authorized agent or authorized distributor in your local, please contact us at twcsr@pny.com or visit us at www.pny.com.tw

For Asian authorized agent, Please fill in a Return Material Authorization (“RMA”) online at www.pny.com.tw to get a RMA number for return. Once you have obtained an RMA number from PNY, you must send the RMA goods to PNY within thirty (30) days. You are responsible for one-way shipping costs. When shipping from outside the Taiwan this will include freight, duty, customs fees and taxes. All pricing is in USD. RMA goods shipped to PNY Asia must be properly package to prevent damage in transit. The PNY RMA number must be prominently display on the outside of the package. If you send your product to PNY Asia without the RMA number prominently displayed on the outside of the package, then can returned to you unopened.

Free Technical Support

If you have trouble for use of PNY product, you could contacted PNY Technical Support directly by calling or email:

PNY Technologies Asia Pacific Limited
Asia

Service support: twcsr@pny.com

China

Service support: cncsr@pny.com

Europe

Technical support: tech-sup@pny.eu

United States and Canada

Technical support: TSupport@pny.com

Phone: +1-800-234-4597

For warranty and product information visit PNY Asia website at www.pny.com.tw. The PNY logo is a trademark of PNY Technologies, Inc., Other trademarks owned by their respective companies.