

Service Policy

1. Terms of Warranty Coverage

Super Talent Technology, Inc. warrants that its DDR, DDR2, DDR3 system memory and Flash based products are free from defects in material and workmanship and will perform as advertised. The warranty is subject to the conditions and limitations set forth:

- 1-a. To obtain warranty service through your authorized reseller, or distributor, a customer may be required to provide product identification information with a detailed description of the problem(s) they are experiencing.
- 1-b. A customer may also be required to include proof of the date of original purchase.
- 1-c. In no event shall Super Talent be liable for any damages resulting from use of our products. Super Talent shall not be liable for any hardware, software or data used with or stored on our products.

2. Product Replacement

Super Talent Technology, Corp. shall at its option, either repair or replace any part of its product(s) that prove defective by reason of improper workmanship or materials.

- 2-a. Repaired parts or replacement product(s) will be provided by Super Talent Technology on an exchange basis, and will be either new or refurbished, to be functionally equivalent to new.
- 2-b. To exchange, or receive a credit for your product, please discuss with the reseller from where you originally purchased the product, or discuss with your Super Talent Account Manager.
- 2-c. This warranty does not cover any damage to products that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or modification.

3. Discontinued Product

Product which is no longer manufactured by Super Talent Tech, but still under warranty, can be returned for repair.

- 3-a. In the event that the product is not repairable, an attempt to replace the product with a refurbished part will be made, or the customer will be notified of additional options, if available.

4. Duration of Warranty

The duration of the warranty for Super Talent products is as follows:

<u>Product</u>	<u>Warranty Coverage</u>
1. DRAM Memory Modules	
DDR	Limited Lifetime Warranty
DDR2	Limited Lifetime Warranty
DDR3	Limited Lifetime Warranty
2. USB Flash Drives	Limited Lifetime Warranty
3. SSDs	
RAIDDrive GS	1-Year Warranty
MasterDrive SX	1-Year Warranty
UltraDrive DX	1-Year Warranty
RAIDDrive WS, ES	2-Year Warranty
All other MLC Based SSDs	2-Year Warranty
All other SLC Based SSDs	3-Year Warranty
4. Media Players	1-Year Warranty
5. Flash Cards	1-Year Warranty
6. Card Readers	1-Year Warranty

5. Voided Warranty

Conditions that void the Super Talent warranty include:

- 5-a. Any damage to products that result from accident, abuse or misuse at the hands of the customer, or end-user.
- 5-b. Any natural or personal disaster
- 5-c. Any unauthorized disassembly, repair, or modification by the customer, or end-user.

6. D.O.A. Definition and Service

Dead-On-Arrival (D.O.A.) is defined by Super Talent Tech as product which is defective within 30 days from the date of invoice for the original purchaser.

- 6-a. D.O.A. product must be returned within its original packaging and with all accessories.
- 6-b. D.O.A. product will be processed under the standard RMA policy and for immediate replacement after receipt.

7. Return Credit Policy

Product returned for credit will be applicable only to the original purchaser.

- 7-a. Return for credit product must be in its original packaging and with all accessories.
- 7-b. Full credit will be issued for un-opened, and/or re-sellable condition products.
- 7-c. Credit of returned merchandise will be issued ONLY when
 - a. Item is no longer available through Super Talent and
 - b. There is no replaceable item of same product line and
 - c. Credit is requested within 30 days of the original purchase
- 7-d. Credit will be based on the current market value, or invoice price, whichever is lower.
- 7-e. Credit will be available for customer's future purchase after the returned product has been received and processed by the RMA Department and Accounting Department.

8. Return Material Authorization (RMA) Request Procedure

All product returns must first obtain a valid Super Talent RMA number before sending product back to Super Talent Technology.

8-a. Important RMA Procedures:

1. Complete the RMA Request Form, include a description of the problem(s) with your product.
2. Return the completed RMA Form. A copy of the original purchase invoice may be required.
3. If required, all returning product(s) must match with its original invoice description.
4. RMA Dept. Representatives will e-mail either a RMA number, or a reason for RMA denial.
5. Only after receipt of RMA number, return defective product(s) to Super Talent.
6. This RMA process is for replacement/repair of defective memory products only.
7. The RMA number is valid from date of issue, and not to exceed beyond the warranty period.
8. Please write RMA number on the outside of shipping box (on the address line).

Product Replacement

Customer must return defective product to Super Talent Tech prior to receiving a replacement product. The replacement product is subject to availability and will be shipped to the customer following receipt of the defective product. Replacement products will have the same part number as the part received, unless prior authorization is obtained to substitute another part number. All requests are processed as soon as possible.