

Industrial Warranty Policy

2022/10/14

Warranty Policy

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Warranty Introduction

Thank you for purchasing addlink's product (the "Product"). addlink values your business and always attempts to provide you the very best quality of service. PLEASE CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE USING THE PRODUCT PROVIDED BY ADDLINK TECHNOLOGY. YOUR USE OF THE PRODUCT CONSTITUTES AGREEMENT WITH THE TERMS AND CONDITIONS OF THE ADDLINK LIMITED WARRANTY STATEMENT ("AGREEMENT")

All addlink Technology, Corp. (addlink) products are warranted and tested to be free from defects in material and workmanship and to conform to the published specifications. During the warranty period, should your addlink product(s) fail under normal use in the recommended environment due to improper workmanship or materials, addlink will provide warranty service pursuant to the following terms and conditions.

Warranty Period and Service

- Your addlink product is covered by this Warranty under the specified warranty period starting from the original purchase date. Proof of the original purchase date is required for warranty service.
- **In-Warranty Service** addlink will inspect the product and in its sole discretion repair or replace it with a refurbished product or functional equivalent.
- **Out-of-Warranty Service** addlink will charge fees if these services are provided for out-of-warranty products.

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Industrial Storage limited warranty period expires at the earlier of time period. Please refer to the following warranty tables for basic product warranty information.

Warranty Period	Product Type	Product Series
5 Years	SLC, pSLC products	E20CP, E25CP, E24CP, E21CP, E26CP, ES2HP, EM2HP, EU2JP
3 Years	MLC, TLC Products	E45E, E35G, E35D, E34D, E36D, E20B, E25B, E24B, E20C, E25C, E24C, E21C, E26C, E20A, E25A, E24A, E21A, ES2H, EM2H, EU2J
1 years	All Accessories (External Enclosure, card reader, heatsink etc.)	All Accessories (External Enclosure, card reader, heatsink etc.)

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Warranty Exclusions

addlink limited warranty does not cover problems or damage resulting from, but not limited to any of the following:

1. Wear and tear associated from abused or misused.
2. Any damage caused by acts of nature, abnormal mechanical or environmental condition, modification, abuse, accident, disassembly, misapplication, neglect, or abnormal use conditions.
3. Any damage by unauthorized repair.
4. Products with modification to the serial number or manufacturer identification label(s) or sticker(s), whether removed, falsified, damaged, altered, or made illegible;
5. Any damage caused by improper assembly, handling, installation, computer virus, or operation; including any use not in accordance with any supplied product instructions;
6. Any damage caused by an external electrical fault, static electricity, flame, or by connection to an improper voltage supply.
7. Any damage caused by exposure to improper environments for the specified device, such as ultra high temperature or high humidity, etc.
8. Removal or reassembly of heat spreader.
9. Missing, damaged, detached, eroded, or bent contact pins, chips, parts, casing, connectors, or heat spreader;
10. Any other cause which does not relate to a product defect in materials or workmanship.
11. Any improper action that causes the flash to exceed the lifespan limitation.

In addition, damage or alteration of warranty, quality or authenticity stickers, and/or product serial or electronic numbers, unauthorized repair or modification, or any physical damage to the product or evidence of opening or tampering with the product casing will also void this Warranty.

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This Warranty shall not apply to the transferees of addlink products and/or anyone who stands to profit from this Warranty without addlink's prior written authorization.

Disclaimer

addlink shall not be liable for any damage to or loss of any program or data from the failed product and shall not be responsible for data recovery or backup.

addlink shall in no event be liable for any defect, damage or data lost arising from the delivery for repair/replacement.

addlink recommends that customers have to back up data prior to claiming warranty service. To the extent permitted by applicable law, addlink disclaims any infringement, consequential, indirect, or incidental damages, including but not limited to lost profits, lost business investments, lost goodwill, or damages resulting from lost data. addlink shall also not be responsible for failure of any third-party equipment, even if addlink has been advised of the possibility.

addlink shall not be liable for any personal injury or death or any loss or damages to property arising from the product used in a situation in which personal injury or death is likely to occur, including but not limited to medical or medical-related equipment, military or military-related equipment, traffic control equipment, aircraft, nuclear energy system, combustion control system, and disaster prevention systems.

Obsolete or Discontinued Products

In the event of a warranty request for a product that has been discontinued or is no longer serviced, addlink will offer a comparable substitute product or issue a refund based on the product's depreciated price.

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Other Statement

This warranty is complete and supersedes all other warranties and representations, whether oral or written, between you and addlink. addlink makes no other warranties, including any warranty of merchantability or fitness for a particular purpose, whether expressly or impliedly.

All warranties, whether express or implied, are limited to the periods of time set forth below. Some states and jurisdictions do not allow the exclusion of implied warranties or limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

addlink may acknowledge or read and save the data and information (collectively, "Information") stored in the product during the process of warranty service. addlink hereby agrees that addlink will not disclose any Information to any third parties except addlink's employees who may need to access the Information for the purpose of providing any service to you, or without your prior written consent.

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To obtain warranty service, you may return a defective product to your original point of purchase, the authorized addlink dealer or distributor from which you purchased, or make a warranty service request on addlink's RMA service webpage. You also can send an email to addlink's sales department for the RMA service.

Through your request on the webpage, addlink will provide warranty service from addlink's headquarter. In this case, the cost of transportation and relevant insurance for the delivery of the Product to addlink shall be borne by you, and addlink shall cover the cost of all other transportation and relevant insurance when returning the Product back to you after warranty service completion.

Please confirm the terms of its return policies prior to returning the product. Typically, you must include product identification information, including the model number and serial number (if applicable) with a detailed description of the problem that you are experiencing. You will be required to provide proof of purchase. To the extent permitted by applicable laws, products not imported or sold through authorized addlink dealers or distributors are not covered by this warranty, and addlink may elect to repair or replace your product for a fee. This is to ensure certification of quality.

www.addlink-industrial.com

HEADQUARTER

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