

addlink **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.
- addlink will inspect the product and in its sole discretion repair or replace it with a refurbished product or functional equivalent.
- addlink may refuse to provide inspection, repair or replacement service for products that are out of warranty time period or exceeds its endurance limit(s), and will charge fees if these services are provided for out-of-warranty products.

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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 normal use;
2. Damage caused to the product(s) by you or any non-authorized third-party;
3. Damage caused by acts of nature, abnormal mechanical or environmental condition, modification, abuse, accident, disassembly, misapplication, neglect, or abnormal use conditions;
4. Damage by unauthorized repair.
5. Products with modification to the serial number or manufacturer identification label(s) or sticker(s), whether removed, falsified, damaged, altered, or made illegible;
6. Damage caused by improper assembly, handling, installation, or operation; including any use not in accordance with any supplied product instructions;
7. Damage caused by an external electrical fault or by connection to an improper voltage supply;
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.

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 you have a backup of your 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 as a result of 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

Whenever possible, an obsolete or discontinued product will be replaced with the same product. If addlink is unable to replace with the same product, addlink will replace that product with a comparable product of similar specification or function.

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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, or the authorized addlink dealer or distributor from which you purchased the addlink product. Or you may, at your option, make a warranty service request on addlink's [RMA service](https://www.addlink.com.tw/rma) webpage (<https://www.addlink.com.tw/return>). 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.

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

M.2 NVMe SSD

Form Factor	Interface	Model	Warranty Period
M.2 NVMe	Gen3x4	S68, S70, S70 Lite, S72	5 Years
M.2 NVMe (RGB)	Gen3x4	AddGame X70	5 Years
M.2 NVMe (NAS)	Gen3x4	addNAS N50	5 Years
M.2 NVMe	Gen4x4	S90, S92, S95	5 Years
M.2 NVMe (Heatsink)	Gen4x4	AddGame A90, A92, A95	5 Years

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SATA SSD

Form Factor	Interface	Model	Warranty Period
M.2 SATA	SATA III 6Gb/s	S25	3 Years
2.5" SATA	SATA III 6Gb/s	S20, S22	3 Years
2.5" SATA	SATA III 6Gb/s (NAS)	addNAS N10	5 Years

External SSD/ Enclosure

Form Factor	Interface	Model	Warranty Period
External SSD	USB 3.2 Gen2	P20	3 Years
External Enclosure	USB 3.2 Gen2	B20	1 Years

addlink’s SSD products lifespan warranty is guaranteed by considering normal daily usages (i.e. Workloads specified by JEDEC).
The warranty will not apply to any write-intensive applications such as XCH (Chia) plotting or other similar purposes.

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USB Flash Drive

Form Factor	Interface	Model	Warranty Policy
USB Flash Drive	USB 2.0	U10, U12, U15, U25, U20, U30	5 Years
USB Flash Drive	USB 3.1 Gen1	U50, U55, U65	5 Years
USB Flash Drive	TypeC OTG	T65, T80	5 Years
USB Flash Drive	USB OTG	T55, SmartLink	5 Years

Flash Card

Form Factor	Model	Warranty Period
SD	all	5 Years
Micro SD	all	5 Years

The warranty will not apply to any addlink memory cards used in write-intensive applications, including but not limited to recursive recording or surveillance equipment.

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Memory Limited Warranty

The following addlink products are covered by this warranty for the life of the product:

Form Factor	DRAM Type	Model	Warranty Policy
UDIMM	DDR4	Spider 4	Lifetime Warranty
		Spider X4 (RGB)	

Form Factor	DRAM Type	Model	Warranty Policy
SO-DIMM	DDR4	Spider N4	Lifetime Warranty

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Other Accessories

Form Factor	Model	Warranty Policy
Card Reader	all	1 Years
iOS Product	all	1 Years
Cable	all	1 Years

HEADQUARTER

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CONTACT INFORMATION

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