Silicon Power Warranty Process NZ

# Warranty Statement

Silicon Power Computer & Communications Inc., warrants to the original end users that all its flash products are free from defects in material and workmanship under normal use during the warranty period. Subject to the conditions and limitations set forth below: Silicon Power will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Silicon Power without charge for parts and labor, and Silicon Power will either replace it with a new one or repair it to be functionally equivalent to a new one. Silicon Power may update the terms and conditions of this Warranty Service from time to time. Please refer to the latest version published on this website for your Silicon Power Product. This limited warranty does not cover any damage to all products that result from:

* Improper installation, accidents, or negligence.
* Abuse, misuse, any unauthorized disassembly, repair, or modification.
* Unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, or acts of God. It also does not extend to any product.
* Warranty or authenticity stickers have been altered, smeared, removed, damaged and lost.
* Carrying an incorrect, damaged, or unclear product serial number.
* Purchased from an unauthorized reseller or retailer.

# Warranty Claim Requirements

* Proof of the place and the date of purchase: online product registration.
* Products must bear Silicon Power labels.
* Undamaged outward appearance.
* External Storage and SSD: Please send all accessories along with main product.

# RMA Service

Basic Troubleshooting: Please check [Software & Manual](https://www.silicon-power.com/web/us/software) , [Compatibility Search](https://www.silicon-power.com/web/us/compatibility) or [FAQ](https://www.silicon-power.com/web/us/FAQ).

* Return to an authorized Silicon Power dealer or distributor (Dicker Data NZ, [returns.authorities@dickerdata.co.nz](mailto:returns.authorities@dickerdata.co.nz)) from which you purchased the Silicon Power product. Please confirm the terms of your dealer's or distributors return policies prior to returning the product.
* Returning directly to the Silicon Power service centre: Obtain a Return Merchandise Authorization (RMA) number through RMA request page, and follow the product return procedures.
* Please confirm RMA returned products. If there is any problem about item and quantity, please contact Silicon Power Customer Service by e-mailing us at [service@silicon-power.com](mailto:service@silicon-power.com) within 3 days only or the issue will not be handled.

# Other Statement

* Silicon Power will inspect the product and in its sole discretion repair or replace it with a comparable one based on the warranty policy.
* Due to the ongoing technology, in case of the discontinuity of any product, Silicon Power will be unable to repair the product, and therefore replace the product with a comparable one.
* For more details, please check our warranty policy as below.

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| **Product line** | **Type/Model** | **Duration of Warranty** | **Remarks** |
| **SSD** | PCIe SSD | 5 years | SP SSDs warranty is covered by limited warranty since the date of purchase or TBW which is exceeded TBW threshold via SP tool box, whichever occurs first. For more details, please check our warranty policy as below. <https://www.silicon-power.com/support/lang/utf8/Warranty_Policy.pdf> |
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| SATA SSD | 3 years | SP SSDs warranty is covered by limited warranty since the date of purchase or TBW which is exceeded TBW threshold via SP tool box, whichever occurs first. For more details, please check our warranty policy as below. <https://www.silicon-power.com/support/lang/utf8/Warranty_Policy.pdf> |
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| **Memory Module** | SP Memory Module | Limited Lifetime warranty |  |
| **Memory Cards** | SD/microSD Memory Cards (including our Superior Pro, Superior, Elite, and Class 10/6/4 series), full range of CF Cards | 5 years | The warranty conditions do not apply to the following usage scenarios or devices:   1. Video conference call and security monitoring devices 2. Car cam recording devices 3. Loop video playing devices 4. Continuous data recording devices 5. Networking surveillance cameras 6. Medical and military specific devices |
| microSD High Endurance/microSD Golden Superior Cards | 2 years |  |
| microSD Golden/ microSD Golden Elite Series Cards | 1 years |  |
| **USB Flash Drives** | USB Flash Drives | 5 years |  |
| **External Storage** | Full range of mobile, external hard drives, external solid state drives, and Thunderbolt T11 | 3 years |  |
| Power adapters | 12 months |  |
| USB cable | 3 months |  |
| All External Enclosures | 2 years |  |
| **Accessory** | Blast Plug | 12 months |  |
| Boost Link | 12 months |  |
| Boost Charger、Car Charger | 12 months |  |
| Wireless Charger | 12 months |  |