

Warranty Policy

Warranty Introduction

All Transcend Information, Inc. ("Transcend") 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 Transcend product(s) fail under normal use in the recommended environment due to improper workmanship or materials, Transcend will provide warranty service pursuant to the following terms and conditions.

- Warranty Period and Service
- Your Transcend 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.
- Transcend will inspect the product and in its sole discretion repair or replace it with a refurbished product or functional equivalent. Under special circumstances, Transcend may refund or credit the current value of the product at the time the warranty claim is made. The decision made by Transcend shall be final and binding upon you.
- Transcend may refuse to provide inspection, repair or replacement service for products that are out of warranty, and will charge fees if these services are provided for out-of-warranty products.
- Limitations
- Any software or digital content included with the product, in disc, downloadable or preloaded form, is not covered under this Warranty. This Warranty does not apply to any Transcend product failure caused by any accident, abuse, mishandling or improper usage (including use contrary to the product description or instructions, outside the scope of the product's intended use, or for tooling or testing purposes), alteration, abnormal mechanical or environmental condition (including prolonged exposure to humidity), acts of nature, improper installation (including connection to incompatible equipment), or problems with electrical power (including undervoltage, overvoltage, or power supply instability).
- 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.
- This Warranty shall not apply to the transferees of Transcend products and/or anyone who stands to profit from this Warranty without Transcend's prior written authorization.
- This Warranty only applies to the product itself, and excludes the integrated LCD panels, rechargeable batteries, and all product accessories (such as card adapters, cables, earphones, power adapters, and remote controls).
- Disclaimer
- **TRANSCEND 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.

- TRANSCEND SHALL IN NO EVENT BE LIABLE FOR ANY DEFECT, DAMAGE OR DATA LOST ARISING FROM THE DELIVERY FOR REPAIR/REPLACEMENT. TRANSCEND RECOMMENDS THAT YOU HAVE A BACKUP OF YOUR DATA PRIOR TO CLAIMING WARRANTY SERVICE.
- TO THE EXTENT PERMITTED BY APPLICABLE LAW, TRANSCEND 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. TRANSCEND SHALL ALSO NOT BE RESPONSIBLE FOR FAILURE OF ANY THIRD PARTY EQUIPMENT, EVEN IF TRANSCEND HAS BEEN ADVISED OF THE POSSIBILITY.
- TRANSCEND 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.
- Other Statement
- THIS WARRANTY IS COMPLETE AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN, BETWEEN YOU AND TRANSCEND. TRANSCEND 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.
- Transcend may acknowledge or read and save the data and information (collectively, "Information") stored in the product during the process of warranty service. Transcend hereby agrees that Transcend will not disclose any Information to any third parties except Transcend's employees who may need to access the Information for the purpose of providing any service to you, or without your prior written consent.
- Online Registration

To expedite warranty service, please access to www.transcend.com.tw/register to register your Transcend product within 30 days of the purchase date. The term of your limited warranty period shall commence after 24 hours of purchase.

- Additional Remarks
- If your Transcend product fails during the Warranty Period, you may contact the resellers or distributors authorized by Transcend for warranty service.
- The failure of your Transcend 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, such as the Transcend warranty card, invoice and credit card bill. Without proof of the original purchase date, the specified warranty period will be considered pursuant to the product serial number.
- The warranty card accompanied with the product should be filled out in details and stamped by the reseller. The warranty, quality or authenticity stickers of the product should be complete and not damaged and/or altered. Warranty card without full information and reseller's stamp, or any damage of or alteration to the warranty, quality or authenticity stickers of the product will void this Warranty.
- The Warranty Period on any repaired or replaced product will be that portion of the warranty period remaining on your original product.

Australian Consumers:

Please see Transcend's specific Limited Warranty Policy for [Australia](#).

Duration of Warranty

Your Transcend Consumer Products are covered by this Warranty for the following durations subject to the above terms and conditions. The following Duration of Warranty will not apply to Transcend Industrial Products. Please kindly check the product Intro of each Transcend Industrial Product for the respective duration of warranty (Two-Year Warranty is applying to Industrial CF/SD memory card).

- Limited Lifetime Warranty:

The following Transcend Consumer Products are covered by this Warranty for the life of the product:

- DRAM Module Products;
- The following products which was originally purchased after January 1st, 2006:
 - A. SD series, MMC series, CF series memory cards; and
 - B. JetFlash series USB flash drives (except for JetFlash 210/220).

** Products in this category purchased before January 1st, 2006 are covered by a two-year (for JetFlash series), or five-year (for SD/MMC/CF cards) warranty from the original purchase date.
- The Lifetime Warranty will not apply to any Transcend memory cards used in write-intensive applications, including but not limited to recursive recording or surveillance equipment.

Some countries and states have limitations on how long a warranty lasts, so this Limited Lifetime Warranty may not apply to you. This Limited Lifetime Warranty does not affect your statutory consumer rights to bear the lengthiest warranty period permitted under applicable legislation.

- Three-Year Warranty :

Your Transcend StoreJet and SSD products with the serial numbers in accordance with the following criteria or not listed therein are covered by this Warranty for a period of three years from the original purchase date:

Product	The first 6 numbers of SN	Manufactured Date
SJ25M / SJ25M-R / SJ25M-W	After 351564	2010/7/1
TS250GSJ25C	After 373105	2010/10/1
TS320GSJ25C	After 375498	2010/10/1
TS500GSJ25C	After 373107	2010/10/1
TS640GSJ25C	After 373113	2010/10/1
SJ25P	After 375503 (except 380799)	2010/10/1
SJ35T	After 384384	2010/10/1
SSD25S-S	After 402754	2011/1/25
SSD25S-M	After 402754	2011/1/25
SSD25S-MD	After 402754	2011/1/25
SSD25-S	After 402754	2011/1/25
SSD25-M	After 402754	2011/1/25
SSD25H-M	After 402754	2011/1/25
SSD18S-M	After 402754	2011/1/25

- Two-Year Warranty

The following Transcend products are covered by this Warranty for a period of two years from the date of original retail purchase:

USB 2.0 Interface CardBus, PCMCIA Adapter Card series, JetFlash 210/220, MP3 Products*/**, Digital Photo Frame*, HD Media Player, MP Series adapters TS-PA2A / TS-PA2M, Graphics Cards, StoreJet and SSD products not in accordance with the criteria in the above table, Portable DVD Writer, PhotoBank, StoreJet Combo, OTG, SM/XD/MS series memory cards, Expansion Card, Wireless Product, Memory Card Readers, and Car Video Recorders.

*LCD Panels For Transcend products with integrated LCD screens, the warranty period for the LCD panel itself is one year from the original date of purchase, which is independent of the overall product warranty. Pixel Policy: Within one year of the purchase date, Transcend will replace or repair an LCD-equipped product when less than 99.99% of functional pixels.

****Rechargeable Batteries For Transcend products with integrated rechargeable batteries, the warranty period for the battery itself is six months from the original date of purchase, which is independent of the overall product warranty.**

- One-Year Warranty:

The following Transcend Products are covered by this Warranty for a period of one year from the original purchase date:

- The adapter for Digital Photo Frame;
- The following adapters for MP3 Digital Players: TS-PA610US/TS-PA610EU/TS-PAUS/TS-PAEU; and
- The adapter for StoreJet 35T.

Any repaired or replaced product will still be subject to the above duration of warranty beginning from the original purchase date.

Terms of Product Return

"Above and beyond" is the standard we set ourselves for customer service at Transcend. We consistently position ourselves to be significantly above the industry norm. It's all part of our commitment to Customer Satisfaction. The following RMA (Return Merchandise Authorization) guidelines for Transcend products are extremely important and were designed to ensure we meet your expectations. Please read them carefully before returning any goods. On behalf of the entire Transcend team, thank you for being a valued customer!

Steps to a Smooth Product Return

Transcend provides the following RMA applications, please follow instructions below accordingly and begin your RMA process.

- For end users to replace the product
- Please go to our End-user online RMA application at <http://rma.transcend-info.com/us/repair/> If you purchased from our retailer or other store, please register as new member. The instruction on the website will take you step by step to complete the RMA request once logged in.
- For distributor or reseller to refund the product
- You will obtain the credit. Please contact your sales representative through e-mail, and provide the Part number, quantity, and the reason in the e-mail. An RMA number will be issued once the request is confirmed.

- RMA numbers are important! When you return the product to us, you must write the RMA number clearly on the outside of the box for all RMA applications. Products should arrive at our facility within 14 days of the date we issued the RMA number. Please be aware that Transcend is not responsible for items that were lost or damaged during the shipping process. We strongly suggest you send the item by using boxes or bubble wrapped envelope.
- Transcend will go through the standard protocol of inspection before the replacement is confirmed for all RMA applications.

Warranty Claim Requirements

When sending a defective product to Transcend, it is required that customers provide prepaid freight and insurance. Shipped products must be properly packaged to prevent damage during transit. You must also include proof of the date of original purchase as evidence that the returned product is within the applicable warranty period.

Replacement, Repair and Refund Guidelines

Transcend will not provide credit to customers for JetRam, motherboards, or graphics cards, but will provide replacement or repair. For products purchased from an authorized Transcend distributor or reseller, customers must contact the seller for replacement, repair, or credit return.

For products purchased directly from Transcend (Transcend's Online Store): *0-30 days after purchase (based on the invoice date) Transcend will provide you with a replacement or full credit of the purchase price (less shipping fee) within 30 days of receipt of the returned product. We will provide you with a replacement or credit for DOA (Defective On Arrival) parts if the request is made within 30 days of the invoice date. During periods of price fluctuation, Transcend reserves the right to offer less than full credit.

For products purchased directly from Transcend (Transcend's Online Store): *31-60 days after purchase (based on the invoice date) Transcend will, at our discretion, either provide a replacement or issue credit. The credit is normally based on the original selling price (less shipping fees) and is subject to a 15% restocking fee, or current market price.

*Beyond 60 days during warranty period Transcend is only responsible for repairing the defective product. A customer will not be charged for the cost of labor or replacement components if the defective product is returned within the applicable warranty period.

*Beyond warranty period: Outside the warranty period Transcend may choose at its discretion to repair a defective product even beyond the warranty period. However, the customer will be charged for the cost of labor and replaced parts if the defective product was returned beyond the applicable warranty period.

- **RMA Request Form for Repair or Replacement**

Transcend provides the following RMA applications: (please follow instructions below accordingly to start the RMA process)

- [RMA Request Form \(click here if you purchased from Transcend's website\)](#)
- [RMA Request Form \(USA\)](#)
- [RMA Request Form \(Taiwan\)](#)

Retrieved from:

<http://www.transcend-info.com/support/warranty.asp> 03/28/14