

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, CONBUSTION 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.

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 Products are covered by this Warranty for the life of the product:

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

* 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 or states have legislative limitations on how long a warranty could last, 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 laws.